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## **RURAL FINANCE INITIATIVE**

**Annual Report Year 6  
October 2020 – September 2021  
Fiscal Year 2021**

Contract: AID-514-C-15-00002

# Annual Report Year 6

## October 2020 –September 2021

**Contract: AID-514-C-15-00002**

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**Cover Photograph**

*Venezuelan migrant Lenny Hernández participated in the implementation of the Local Savings Groups methodology with Fundación Procrear in Bogotá. Through the methodology Lenny was able to access financial services.*

Photo: Rural Finance Initiative.

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## ACRONYMS

|             |   |
|-------------|---|
| AGAPE       | Asociación General Para Asesorar Pequeñas Empresas          |
| AMELP       | Activity Monitoring, Evaluation and Learning Plan           |
| ART         | Agency for Territorial Renewal                              |
| ASOBANCARIA | Asociación Bancaria y de Entidades Financieras de Colombia  |
| BC          | Banking correspondents                                      |
| BdO         | Banca de las Oportunidades                                  |
| BDS         | Business Development Services                               |
| BMM         | Banco Mundo Mujer   |
| CLA         | Collaborating, Learning and Adapting                        |
| CUSO        | Canadian University Service Oversees                        |
| CSO         | Civil Society Organization                                  |
| EmpreColVen | Colombo Venezuelan Entrepreneurs Corporation                |
| FAG         | Fondo Agropecuario de Garantías                             |
| FI          | Financial Intermediary                                      |
| FIF         | Financial Inclusion Fund                                    |
| GAL         | Local Savings Groups  |
| GLAC        | Local Savings and Credit Groups                             |
| GIFMM       | Grupo Interagencial de Flujos Migratorios Mixtos            |
| GDF         | Gerencia de Fronteras                                       |
| GVP         | Gender and Vulnerable Populations                           |
| GOC         | Government of Colombia                                      |
| LlanoVenCol | Association of Venezuelans Residing in the Colombian Llanos |
| LOP         | Life-of-project   |
| MdC         | Microempresas de Colombia                                   |
| MOU         | Memorandum of Understanding                                 |
| M&E         | Monitoring and Evaluation                                   |
| MPOS        | Mobile Point of Sale  |
| MSME        | Micro, Small and Medium Enterprises                         |

|       |   |
|-------|---|
| PAR   | Portfolio at risk   |
| PDET  | Development Program with a Territorial Approach             |
| PEP   | Permiso Especial de Permanencia (Special Permanence Permit) |
| PIR   | Project Intermediate Result                                 |
| PIRS  | Performance Indicator Reference Sheet                       |
| PPP   | Public-Private Partnership                                  |
| RFI   | Rural Finance Initiative                                    |
| SENA  | Servicio Nacional de Aprendizaje                            |
| SOAT  | Mandatory Traffic Accidents Insurance                       |
| USAID | United States Agency for International Development          |
| VCF   | Value Chain Finance   |

## INTRODUCTION

Colombia's sophisticated financial sector historically has largely failed to reach rural producers and vulnerable populations. In response, USAID's Rural Finance Initiative (RFI – or the Initiative) seeks to reduce barriers of risk, cost, and information, to help inhabitants of high-priority rural municipalities and Venezuelan migrants to access financial services. The Initiative understands that access to and use of appropriate financial services supports household well-being and stimulates entrepreneurial activity and the broader economy, helping reduce poverty and inequality to promote sustainable peace in Colombia.

RFI was originally a five-year Activity from 2015 – 2020. In April 2020, USAID extended the Initiative's contract until February 2022 and this year made a second extension until June 2022. The extensions are aimed at expanding financial inclusion for Venezuelan migrants in urban areas and for Colombians in rural areas. This report reflects the period from October 2020 to September 2021. During this period, RFI has leveraged learnings previously acquired between 2015-2020 to facilitate integration into the financial system and the broader economy of Venezuelan migrants, mainly in urban areas, and rural Colombians in municipalities prioritized by the Colombian government's Development Program with Territorial Approach (PDET). Extension period targets cover Years 6 and 7. During Year 6, despite the challenges of the pandemic which negatively impacted many sectors of the economy, RFI exceeded extension period targets for rural Colombians and made significant progress towards reaching targets for Venezuelan migrants (see box).

### RFI Year 6 Results Exceed Targets

- \$113 million in financial services mobilized for 107,492 rural Colombians (exceeding extension period targets of \$50 million for 100,000 rural customers)
- \$4.9 million in financial services mobilized for more than 29,000 Venezuelan migrant clients (at 98% of Year 6 and 7 targets of \$5 million in services for 30,000 migrants)

During Year 6, RFI engaged existing partners such as Microempresas de Colombia, Davivienda, Banco de Bogotá, Crezcamos and Banco Mundo Mujer, to further scale up interventions with rural Colombians and test new models for Venezuelan migrant financial inclusion. The Initiative also engaged new partners, including FinTech companies such as MOVii and Tpage to provide digital financial services for both target populations, with a special focus on Venezuelan migrants. In addition, RFI began supporting Corporación Microempresas de Colombia (the social impact arm of the financial cooperative) and non-profit organization AGAPE to design financial education and business development services, through RFI's economic development team.

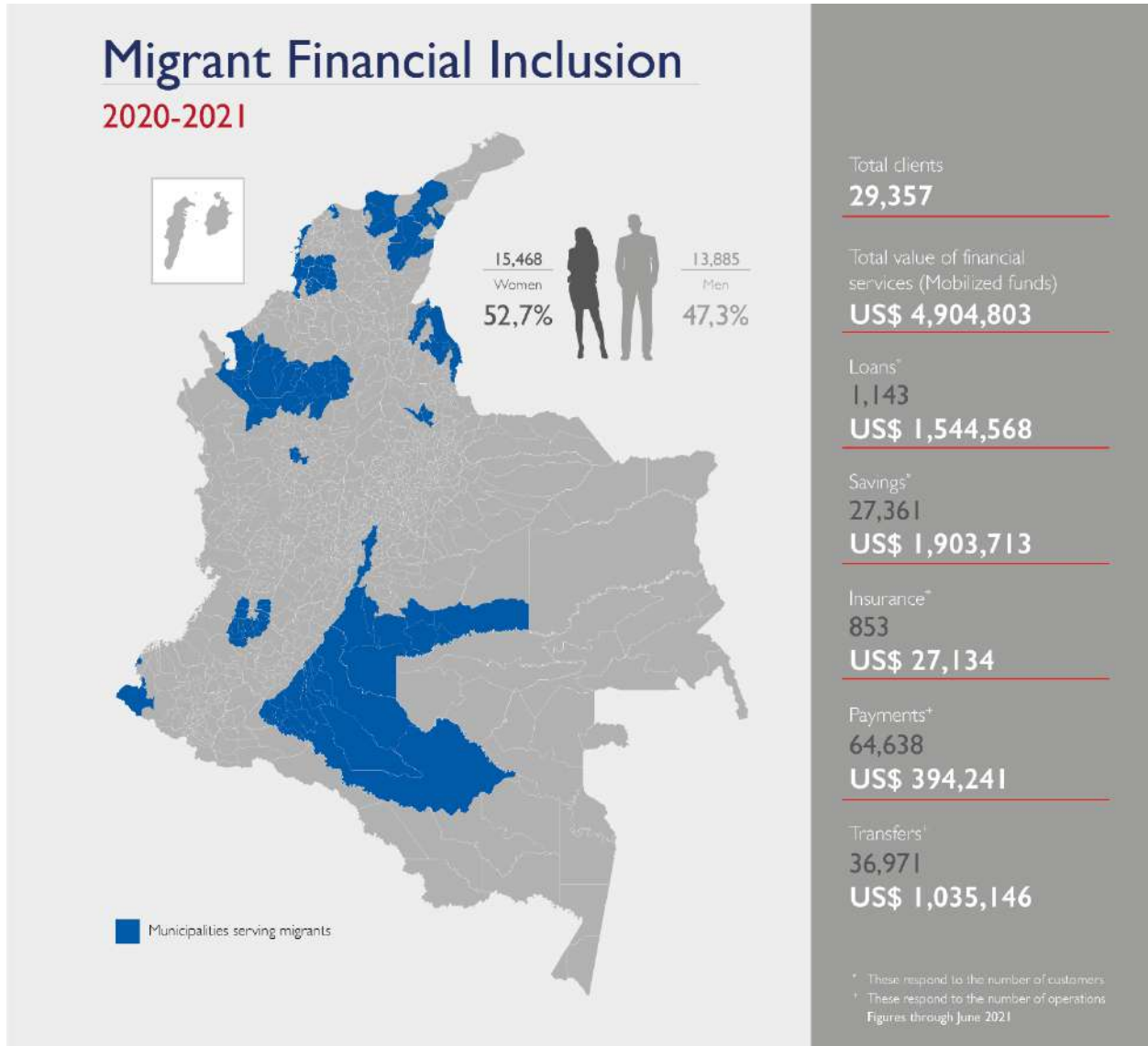
During Year 6, RFI achieved the following results:

### 1) Venezuelan migrant financial inclusion

RFI helped Financial Intermediaries (FIs) design or adapt credit products so that Venezuelan migrants could access digital loans easily and securely. RFI has mobilized US\$4.9 million in financial services for more than 29,000 migrant clients, 53% of whom are women. This represents more than 98 percent of the extension period target of \$5 million in financial services mobilized for 30,000 migrant clients through Year 7. As shown in Figure 1, savings, a first key step to bank the migrant population, has shown strong promise with \$1.9 million in migrant deposits, and adding the greatest number of migrants, with 27,361 customers through June 2021, many via digital apps. While credit remains more challenging due to higher risk, RFI partners did award US\$1.54 million in loans to 1,143 migrant customers this year, and partners like Crezcamos and FinTechs Tpage and MOVii are working on attracting Venezuelan customers through different financial services. Since most migrants do not have credit history in the credit bureaus of

Colombia, it is risky for financial intermediaries to award loans, something RFI is working to overcome by helping migrants establish financial system history through mobile wallet payments and other means and helping banks test alternate risk analysis methods. RFI has also supported the financial education of the migrant population, which has allowed them to understand how to access products in addition to savings. Figure I shows results for Venezuelan migrants starting at the beginning of the extension period in June 2020 to date through June 2021, compared to extension period targets.

**Figure I: Migrant Financial Inclusion 2020-2021**



One of the most important events this year was RFI's online event in Q3 to showcase the opportunities and services that to which the Venezuelan and returnee community has access within the financial system. Over 7,000 people participated in the event. RFI set up a Facebook account for the event to replicate the video transmission so more people could see it (<https://www.facebook.com/Oportunidades-financieras->



para-la-comunidad-venezolana-103794851927844/). USAID Colombia as well as FIs, like Crezcamos, Microempresas de Colombia (MdC) and Movii, also used their own social media to replicate the Facebook Live. Over 4,500 people clicked on the Facebook Live through RFI's Facebook page for the event and 2,500 people were connected through reposting or video stream by partner FIs. Sixty percent of those watching also engaged with the event through likes or comments. RFI also created a technology platform using Cisco Webex where people can access the entities' services and products: <https://www.oportunidadesfinancierasmiigrantesvnlz.com/>. (See more details in Component 5.)

## 2) Market expansion of financial services for rural Colombians

Market expansion refers in part to the opening of more branches and banking correspondents (BCs) and the development of digital channels to expand coverage. RFI has continued to support its partner FIs, such as Crezcamos, which currently has 236 new active BCs in RFI's areas of influence, surpassing the goal of 235 BCs defined within the grant agreement. It also opened a branch in the municipality of Sardinata in the Catatumbo region. By September, after only five months of operation, the office has a portfolio of COP\$608 million (US\$159,000) with 221 active clients, of which 203 are new.

One of the highlights this year is that MOVii, with the support of RFI, launched the first insurance product in the entity's wallet, the Mandatory Insurance for Traffic Accidents (SOAT, by the Spanish acronym). On September 15, it was officially launched to the public for customers with Apple's IOS mobile operating system and is operational with a reach of 70,000 clients. It is expected to reach 1,800,000 clients during September when it is enabled for the Android system.

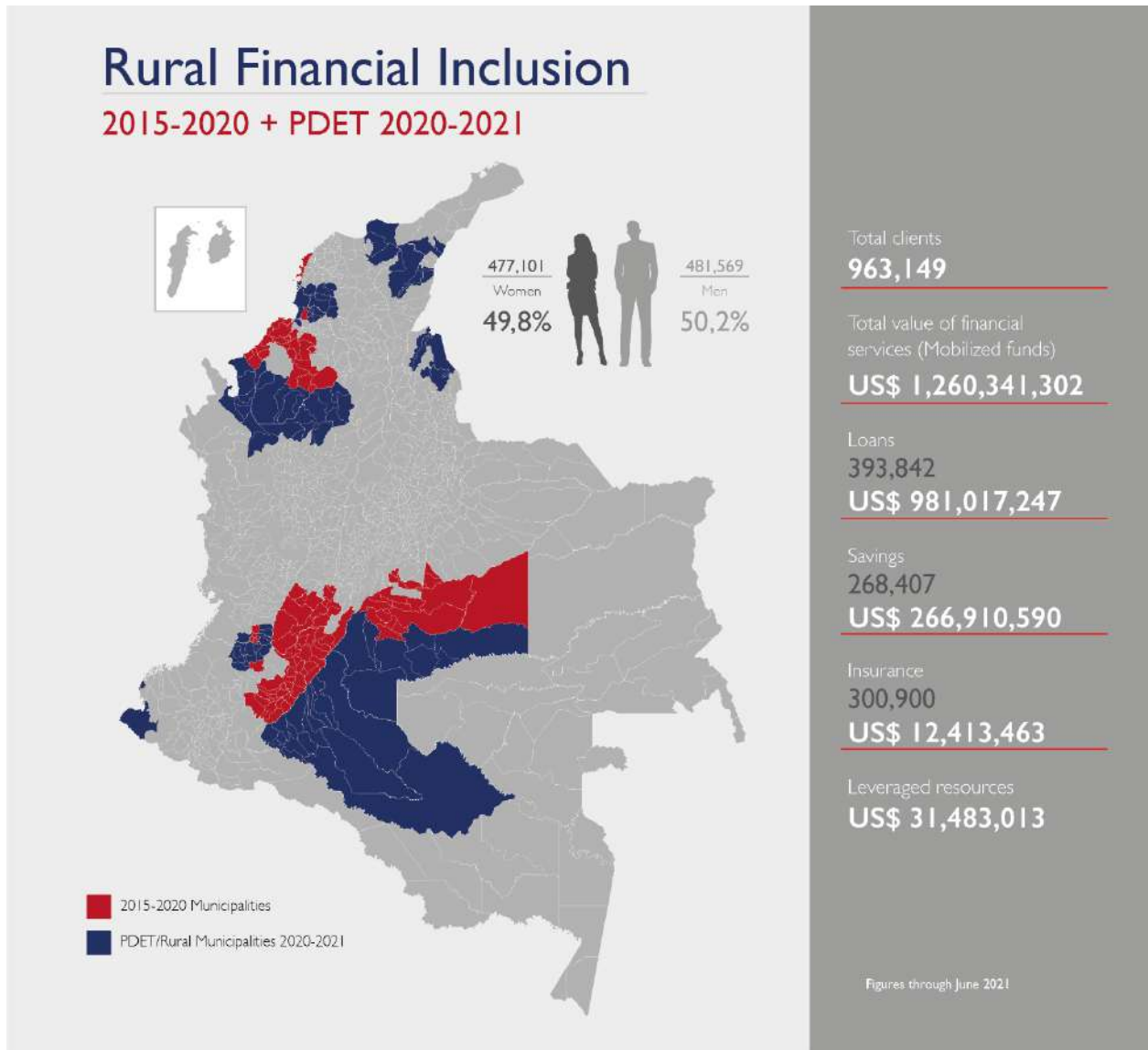
RFI has also supported Microempresas de Colombia to reach rural areas with financial inclusion. The cooperative's insurance product has become one of the most popular among members since its launch in December of last year. As of September 15, 2021, 4,143 insurance policies have been sold for COP\$223,876,000 (US\$58,400), of which 40% is net income for the cooperative. Sales in rural areas such as Bajo Cauca, San Pedro de Urabá, and Yarumal in Antioquia; and Planeta Rica and Montelíbano in Córdoba; also stand out.

Another important fact is that RFI signed an MOU with Banca de las Oportunidades (BdO) to provide technical assistance to a maximum of four financial institutions interested in participating in a pilot to test a new mobile and digital correspondent regulation to expand financial services in rural areas. Nequi, Bancamía, Banco VV, and Mi Banco shall carry out the pilots in rural areas within the RFI geographic corridors, but could consider other municipalities in the country, to be defined during implementation. This program is important for advancing financial inclusion in the country because it will bring savings and credit products to the doorstep of people living in rural areas.

From the start of the extension period in May 2020, and despite the impact of the pandemic on the financial sector and the broader economy, RFI has mobilized some US\$113 million in financial services for approximately 107,492 rural Colombians, exceeding extension period targets of \$50 million in financial services for 100,000 rural customers, shown in Figure 2A below. This brings RFI's total results since 2015 to US\$1.26 billion mobilized for more than 963,149 rural Colombian customers. Results to date are summarized in Figures 2 and 2A. Figure 2 shows combined total results to date 2015-2020 for rural Colombians, including in PDET municipalities. Figure 2A disaggregates results versus targets for rural Colombians by contract periods, 2015–2020 and 2020–2022.



**Figure 2: Overview of Results: 2015-2020 and 2020-2021 for PDET and Rural Municipalities**



**Figure 2A. Results by Time Period: Rural Financial Inclusion 2015-2020 and PDET municipalities 2020-2021**

| Indicator                            | Target 2015-2020 | Results 2015-2020 | Target 2020-2021 | Results 2020-2021 | Total         |
|--------------------------------------|------------------|-------------------|------------------|-------------------|---------------|
| Total Number of Clients              | 200,000          | 855,657           | 50,000           | 107,492           | 963,149       |
| Mobilized Funds (US\$)               | 500,000,000      | 1,146,983,960     | 100,000,000      | 113,357,342       | 1,260,341,302 |
| Loans (US\$)                         | 4,500,000        | 911,313,377       | 80,000,000       | 69,703,871        | 981,017,248   |
| Savings (US\$)                       | N/A              | 224,434,863       | N/A              | 42,475,727        | 266,910,590   |
| Insurance (US\$)                     | N/A              | 11,235,719        | N/A              | 1,177,744         | 12,413,463    |
| Women Clients (%)                    | 50               | 49.2              | 50               | 54.4              |               |
| Leveraged Funds (US\$)               | 11,000,000       | 29,999,744        | 500,000          | 2,004,514         | 32,004,258    |
| Geographic Coverage (Municipalities) | 197              | 197               | 94               | 94                |               |

**Gender and Vulnerable Populations (GVP):** RFI through its partners has promoted access to the rural population and especially to women affected by income inequality, lack of collateral, and discrimination. During Y6, the Initiative has helped 58,476 rural Colombian women access credit, savings, and insurance, which corresponds to 54% of the total number of new clients. RFI has also supported the entry of Venezuelan migrant women into the financial system to access financial services such as savings, credit, and insurance. Women accounted for 53% of the total number of new migrant clients during Y6, reaching 15,559 women. In addition, RFI continued work with Civil Society Organizations (CSOs) to promote financial inclusion of vulnerable groups, such as Venezuelan migrants, rural women, and disenfranchised communities through Local Savings Groups (GAL, by the Spanish acronym). RFI has formed 79 groups with 760 people having participated and 478 having opened a savings account. Of this group, 80% are women and 43% are Venezuelan migrants and returnees. At the conclusion of the implementation of the GAL methodology, the members of the groups of all five organizations received certificates of attendance and participation. As part of this exercise, on September 23 and 24, a commission from the USAID team attended one of the deliveries of 135 certificates to the Local Savings Groups formed by the Asociación Salto Ángel in Riohacha, La Guajira. In addition, through the economic development component and its financial education program, partner organizations have provided financial education trainings for over 810 people, as well as have assisted 50 small businesses with Business Development Services (BDS). In addition, RFI and Davivienda worked together to implement surveys in some of the bank's rural offices to identify barriers to access for women and possible recommendations to increase participation of rural women in the bank's portfolio of products and services. In response to the survey results, Davivienda will include a training module on rural women in its agricultural site for its staff to access and better understand the value of this segment of potential clients. (See more details in Component 5.)

**COVID-19 Considerations:** It is important to note that the Initiative's activities with partner FIs were affected this year due to the COVID-19 pandemic. At the time of writing, the number of COVID-19 positive cases in Colombia has reached nearly 5,000,000, and nearly 126,000 people have died. RFI target areas such as Bogota and Antioquia have been severely affected by the virus with a total number of

confirmed cases, close to 1,500,000 and 750,000, respectively. In the middle of this year, the country faced a severe third wave with an average of 30,000 cases per day and an alarming mortality rate of close to 600. In the third quarter, and after weeks of a national strike (see the following section on security considerations), the Colombian government eased restrictions and encouraged economic recovery activities. Although large gatherings and mass events are still strongly discouraged, the Colombian Government has announced in recent months the beginning of economic reactivation in the country. It is also important to mention that the Government is promoting vaccination campaigns and so far, approximately 33% of the population has been vaccinated.

Despite the public health situation, RFI continued to implement activities using online tools and providing technical assistance by helping banks and service providers reach customers virtually, combined with in-person activities when feasible. RFI has paid particular attention to promoting online banking services and encouraging the digitization of processes with its partner FIs. At this point, most FIs have adapted to this new normal and are already promoting the growth of their financial services activities. It is also important to note that in Q4 RFI resumed field visits. A commission from the USAID team attended the presentation of certificates to one of the Local Savings Groups for Venezuelan migrants formed by RFI's partner, the Asociación Salto Ángel in Riohacha, La Guajira.

**Security considerations:** During this year security has deteriorated in some of RFI's target territories such as Catatumbo, Bajo Cauca Antioqueño, Tumaco, Meta, and Cauca. Although the Initiative itself has not received threats or suffered direct security incidents, the regions where partner FIs operate have seen a significant impact. One of the most affected departments is Meta, where partner financial cooperative Congente decided to close its branch in the municipality of La Macarena (which they had opened with RFI support) following numerous threats from illegal groups. However, the cooperative continues to serve clients in other locations from its Villavicencio branch, due to rural client demand. There have also been several attacks by illegal armed groups in the department of Norte de Santander. On August 30 there was an attack at Atalaya Station in Cúcuta. Despite the situation, Crezcamos continues to provide financial services to the population of this region through its branch office in Sardinata (Norte de Santander), which was opened with RFI support. RFI's target areas, such as Bajo Cauca, Urabá, and Córdoba, have also seen continued deterioration in security due to recurring problems with territorial disputes over drug trafficking and illegal mining, which has led to forced displacement of the population to the municipal capitals. In addition, between 5,000 and 6,000 migrants, mostly Haitian and Cuban migrants, are detained in Necoclí, a situation that has health and safety consequences due to overcrowding.

At the end of April of this year, a nationwide strike was called to protest against a controversial tax reform. Although most people protested peacefully, subsets of the protests quickly turned violent and resulted in riots, loss of life, damage to infrastructure, and industry closures. The department of Valle del Cauca and its capital, Cali, were among the most affected, with lack of access to food and medicine, many dead, missing, or injured, vandalized public infrastructure, and clashes between different groups, including protesters, indigenous communities, police, armed civilians, and riot police. Although the intensity of the protests has decreased in recent months, the strike and pandemic have severely affected economic activity, especially among informal workers, independent contractors, and small businesses. Indeed, the economic setbacks have affected FIs' work in their target regions, especially in terms of portfolio at risk (PAR) and the disbursement rate of new loans. Despite these challenges, RFI has helped partner FIs implement mitigation measures to continue and grow business operations, to reach the results outlined in Figures 1 and 2 above. RFI is on track to meet or exceed these contractual targets by project close in Year 7.

## ACHIEVEMENTS

This section lays out accomplishments for the Y6 period in RFI's 117 target municipalities, organized by the components reflected in the RFI results framework for the extension period as shown in Figure 3. For the extension period, components 1 and 3 were integrated into component 5 (technical assistance for financial inclusion), while components 2 (grants) 4 (knowledge management) and GVP continue to be a part of the Initiative's framework. Component 5 activities contribute to RFI indicators, such as new clients and the value of financial services in the PDET and Venezuelan migrant population, as seen in Figure 4.

**Figure 3. RFI Results Framework**

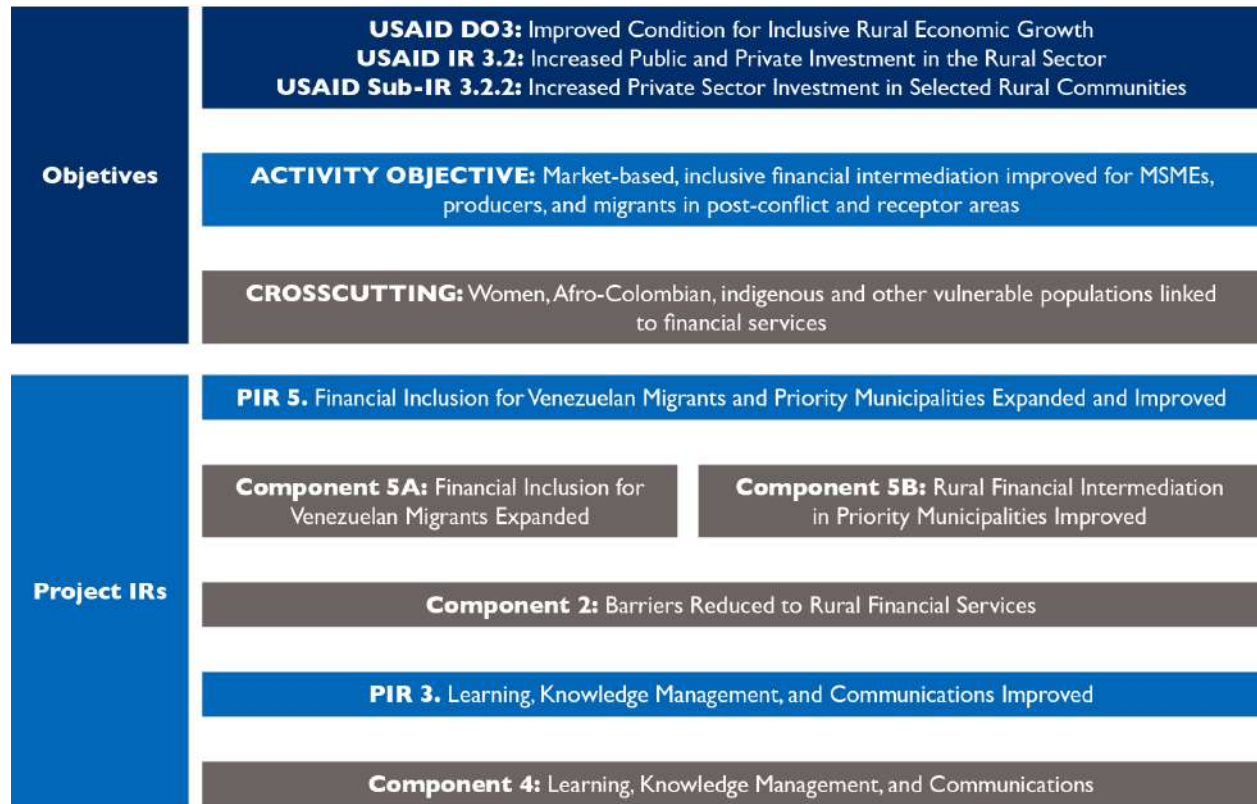
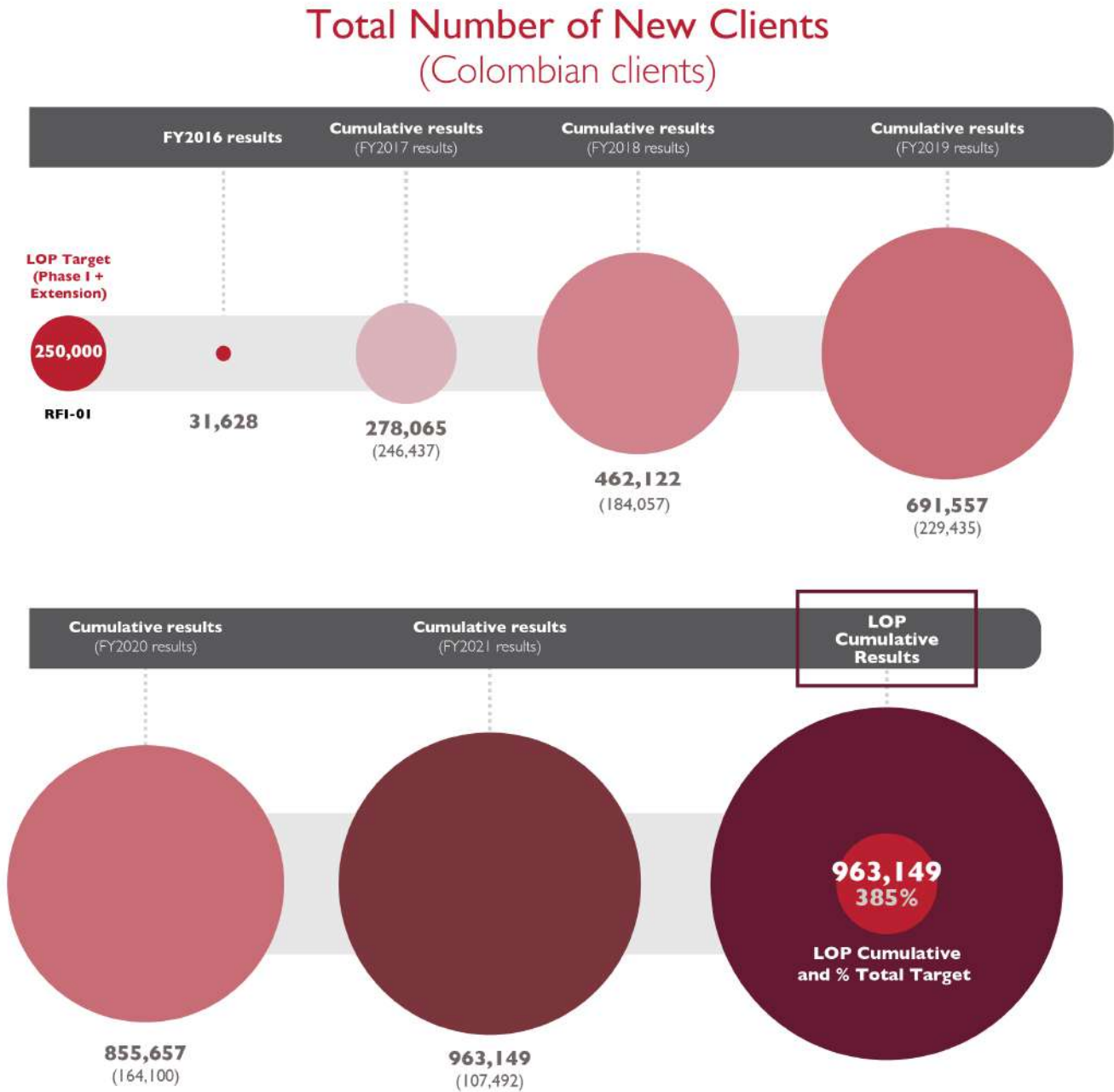
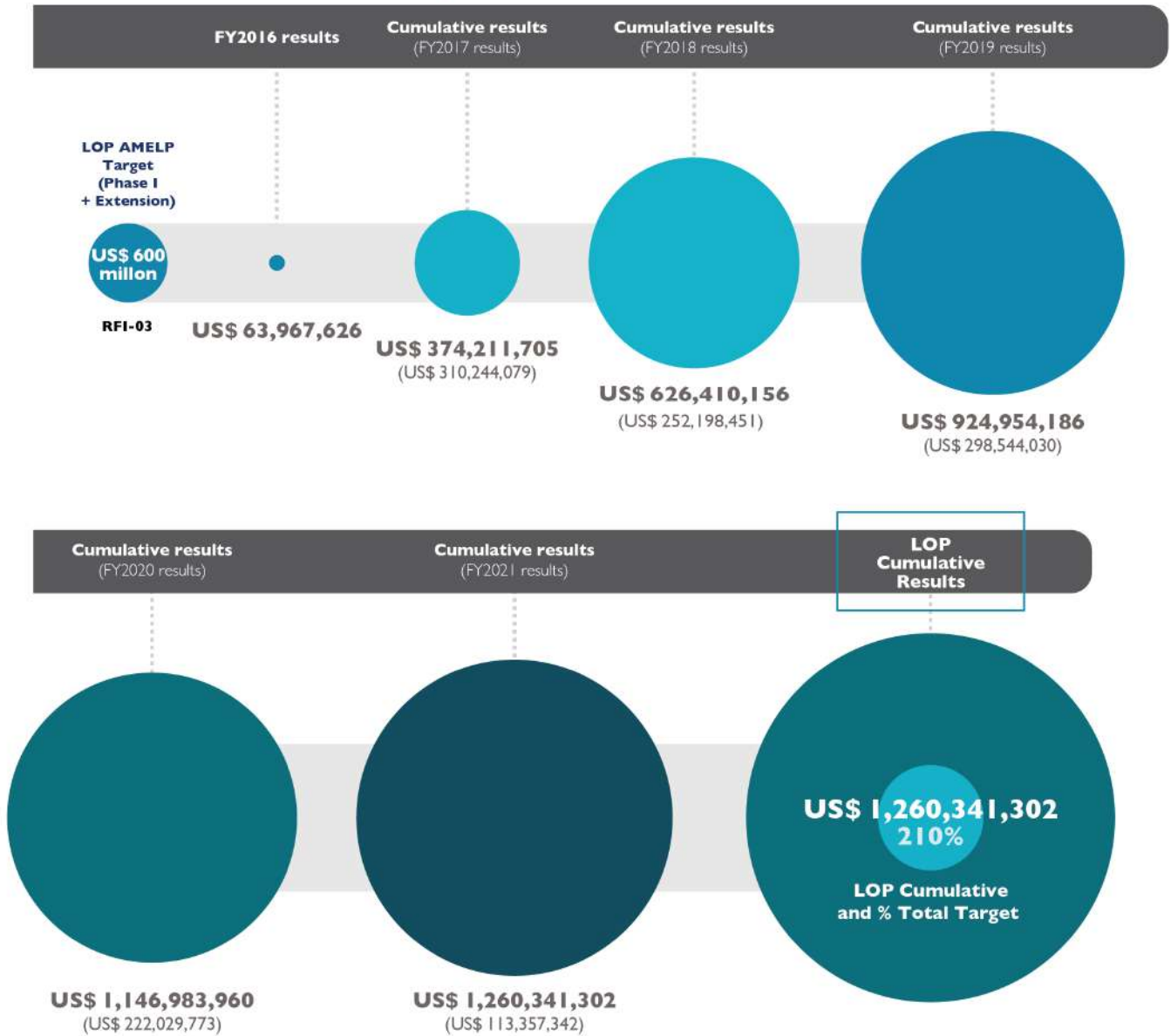


Figure 4. Key Results Compared to Life of Project Target

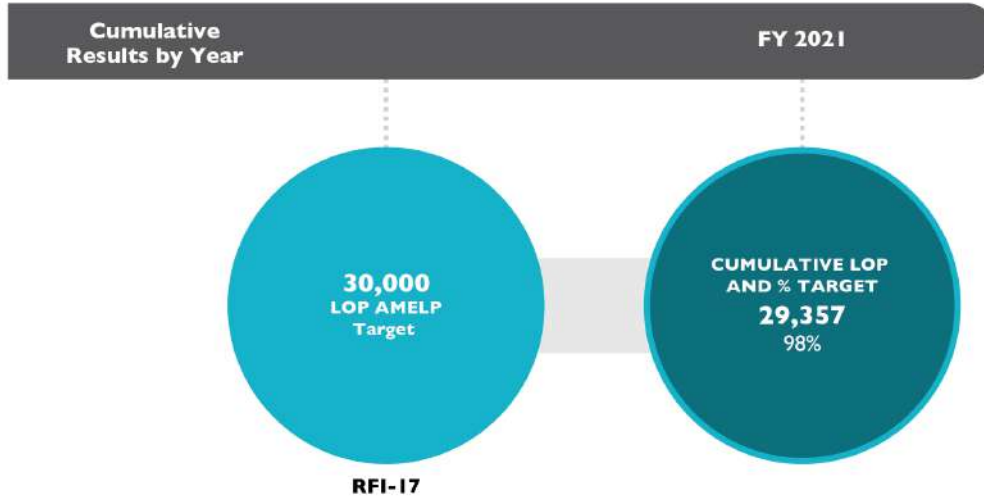


## Total value of financial services (Colombian clients)

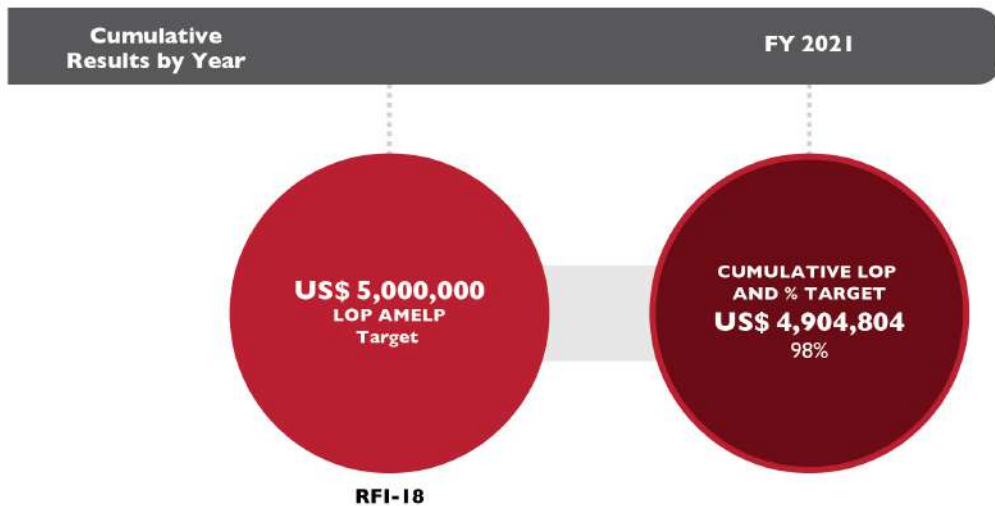




## Total Number of New Clients (Venezuelan migrants)



## Total value of financial services (Venezuelan migrants)





## **COMPONENT 5: FINANCIAL INCLUSION FOR VENEZUELAN MIGRANTS AND PRIORITY MUNICIPALITIES EXPANDED AND IMPROVED (5A AND 5B)**

Component 5 is at the heart of RFI's extension period. Under this component, RFI engages financial entities and other partners to expand financial inclusion of Venezuelan migrants in urban areas (Component 5A) and the rural population in PDET municipalities (Component 5B). The extension period also seeks to further promote financial education and BDS as an integral complement to financial services and to facilitate access to finance and economic opportunity for Colombian and Venezuelan migrant target populations. As such, besides the work carried out with FIs (mostly through Public-Private Partnerships – PPPs), the Initiative's Economic Development team focused significantly on financial education and BDS. Since RFI's work with many FI partners and other service providers reaches both the Venezuelan migrant and rural Colombian population, this section of the report addresses Components 5A and 5B together as a whole.

**Banco de Bogotá:** RFI awarded a grant to Banco de Bogotá through a PPP to work towards financial inclusion for both the rural Colombian population and Venezuelan migrants through three objectives: 1) strengthen microfinance through technical assistance; 2) implement the Value Chain Finance (VCF) methodology; 3) and promote financial inclusion for Venezuelan migrants. During this year, RFI supported the creation of a unit within the bank's Digital Lab, which is responsible for developing new microfinance products. This unit met the technical requirements of microfinance and credit microfinance and credit to start approving new clients through mobile devices with biometric validation, which simplified the way Banco de Bogotá recruits new clients, allowing them to open a savings account on-site through via a mobile application in five minutes.

To strengthen microfinance, the bank conducted training for sales managers in the target areas, including the departments of Antioquia, Chocó, Santander, Magdalena, Cesar, Valle del Cauca, Cauca, Nariño, La Guajira and the capital, Bogota. The trainings were aimed at strengthening leadership and soft skills to foster the management of successful teams. RFI supported 40 sessions with 30 managers and coordinators who will transfer the knowledge to the rest of their sales teams. In addition, the bank requested monitoring in the areas to verify that all the learning received in the training is being implemented correctly. The trainings aimed to: 1) working on the resistance to change of the sales force by adopting new business practices to serve microentrepreneurs; 2) Motivate microfinance staff which, due to internal bank policies, was reduced; 3) empowerment of branch offices and sales representatives to improve productivity. In addition, RFI continues to work with Banco de Bogotá to consolidate support for value chains through alliances that benefit the bank, its partners and clients.

Due to the RFI's recent four-month no-cost extension, there are also two new interventions: 1. Support for collection schemes to improve the level of delinquent accounts receivable. 2. Training of the microcredit sales force to serve clients with loan requests of more than COP\$40 million (US\$10,400). The purpose of this is to improve credit placement numbers in the microenterprise sector.

Banco de Bogotá continues to be interested in attracting new Venezuelan clients who meet its current requirements for credit and savings. It is worth mentioning that Banco de Bogotá was one of the participating FIs in the RFI event Financial Opportunities for the Venezuelan Community. The bank showcased its offerings for Venezuelan migrants and presented examples of community members, who have accessed financial services and, thus, can better integrate into Colombian society.

**Banco Mundo Mujer:** RFI awarded a grant to Banco Mundo Mujer through a PPP to work towards financial inclusion for both the rural Colombian population and Venezuelan migrants through four

objectives: 1) offer digital microfinance savings and credit products; 2) support the bank and its customers in adopting digital products and services; 3) implement the financial education model for savings; and 4) implement a rural insurance product. However, the bank is undergoing restructuring, and after working on the first two objectives and submitting the first milestone, they asked RFI to modify the grant's first two objectives to better reflect the new direction of the bank. This is because Banco Mundo Mujer created a new evaluation of operational capacity and are not able to reach meet the impact targets in the near term. The two new objectives are: facilitate current customers' rapid access to finance through parallel and revolving loans; and support the bank and its clients in adopting new credit products, which can be designed in a short time and serve the target population of the RFI grant agreement.

With RFI's support, the bank continues to design parallel and revolving loan products. RFI is working with the technology, commercial, credit and risk departments on the review of information sources (historical customer behavior with credit products) to develop information and target segments for the pre-approval of the two products and the possibility of creating a model that the bank can use to generate leads month by month for both products. The bank is designing the parallel and revolving lines of credit in the core banking system called "BanTotal." To date, the bank is making progress on schedule per the grant agreement.

In addition, the bank is already in phase two of the implementation of the digital financial education model for savings and is continuing with the publication of content for savings, how to manage a loan, and introduction to digital finance topics. RFI and Banco Mundo Mujer worked on a microsite within the bank's web page dedicated to financial education and launched a campaign via SMS and email to promote it. Through the microsite, the bank carries out communication and interaction with their clients at the same time as they monitor client interactions with the site. It is important to note that the time customers spent on the web page increased by 88%, from an average of 1.25 minutes between January and May to an average of 2.35 minutes between June and August. This shows that there is interest on the part of clients to learn about financial education.



**Picture 1.** Financial Education section of Banco Mundo Mujer's website.

Regarding the insurance product, RFI formulated a standard prototype for a damage insurance product covering agricultural and livestock losses, which is expected to be provided by Seguros Bolívar. RFI will present the design to the bank in terms of scope and sales projections and the required operational developments between Seguros Bolívar and the bank. The insurance is expected to be ready between December and January 2022.

Lastly, Banco Mundo Mujer also participated in the RFI-led event Financial Opportunities for the Venezuelan Community. The bank presented its portfolio of products to the audience and had a virtual stand throughout the day to serve potential customers. The bank's stand received over 1,200 visits and had to call for back up to respond to all the requests from potential migrant customers during the event. It is important to note that the bank has been serving migrant or returnee clients in several parts of the country, so its confidence in this type of clients has been improving.

**Coltefinanciera:** RFI approached Coltefinanciera in 2020 in order to coordinate efforts and cooperate on the expansion of financial services in the target areas of the Initiative. As a result, RFI and Coltefinanciera signed a MOU in July 2020 to work together in developing a work plan for joint activities, which was finalized in April 2021. However, Coltefinanciera was not able to move forward as planned, despite multiple communications from RFI. Therefore, RFI ended the MOU since it was not technically feasible to move forward in the short time remaining in implementation.

**Congente:** RFI awarded a grant to Congente through a PPP to work towards financial inclusion for both the rural Colombian population and Venezuelan migrants through two objectives: 1) review channel management models and make adjustments that increase productivity; and 2) increase geographic coverage through improved BCs. Continuing with the process of monitoring and training of the sales force in sales routines and credit policies for consumer, commercial credit and microcredit, the bank obtained positive results in microcredit, a product that had been decreasing in recent years and that the entity has taken up again as a product to bank the unbanked. In Quarter 4, these sales models have focused on banking the Venezuelan migrant population, and with RFI support, the bank has carried out awareness raising for the sales force seeking to focus on this population.

The model for monitoring sales and profitability of sales channels was adjusted. The aim is to have consolidated information on the evolution of sales and the economic impact on each business unit, such as branches and banking correspondents<sup>1</sup>.

In the development of the strategy to increase coverage through Mobile Point of Sale (MPOS), the bank planned the opening of service points in the towns of Mapiripán (Meta) and Puerto Concordia (Meta). RFI and Congente conducted market studies on the location and the promotion of Congente's points of sale, but due to the deterioration of security in the area due to threats from illegal armed groups and the emergence of cases of extortion of merchants and financial institutions, it was not possible to open the points. Unfortunately, Congente was also forced to close its branch office in Q3 in the municipality of La Macarena due to increasingly deteriorating security in the department of Meta. While the branch closed, the entity hopes to continue offering products (savings or credit) to those who request them through the Villavicencio office.

Lastly, Congente also participated in the RFI-led event Financial Opportunities for the Venezuelan Community and had a virtual stand through which they received questions from participants.

**Crezcamos:** RFI awarded Crezcamos a grant through a PPP to work towards financial inclusion for both rural Colombian population and Venezuelan migrants through three objectives: 1) design financial products for the financial inclusion of low-income populations and Venezuelan migrants; 2) design home improvement and agricultural credit products to be accessed through BCs; and 3) expand Crezcamos' coverage. RFI began by designing a comprehensive savings strategy. The strategy included a sales model taking into account that the sales force did not know how to market savings products. RFI and the bank adjusted the scope to focus on small amount term deposits, as well as a pilot to promote scheduled savings that can lead to loans.

In order to increase coverage to potential customers and seek greater coverage in areas not traditionally reached by banks, such as the PDET population and Venezuelan migrants, banking correspondents sell products such as "Chan Con Chan." Crezcamos opened 236 new BCs in RFI's areas of influence, which exceeds the grant target of target of 235 BCs. Through banking correspondents between September 2020 and August 2021, the entity has served 80 Venezuelan migrant clients with the "Chan con Chan" microloan, of which 57 have PEP. The total amount mobilized was COP\$22,555,000 (US\$5,900) with an average loan amount of COP\$280,000 (US\$73).

During the year, in April, RFI supported the major accomplishment of Crezcamos opening a bank branch in underserved Sardinata (Norte de Santander), overcoming significant security challenges to do so. The

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<sup>1</sup> Own banking correspondent refers to those that operate as a small branch office that is managed by a transportation company. It also has a sales advisor. These characteristics make the operation cost efficient.

branch office continues to operate in accordance with the established commercial and market plan. It serves the population and sectors surrounding the municipality. The opening of the branch office in the Catatumbo area is important because previously only Banco Agrario had a branch there, so the opening of the Crezcamos branch offers the rural population a new microfinance alternative. It also stimulates market competition. Because the Colombian government has established that Banco Agrario must be in every municipality nationwide, the opening of the branch may encourage greater client access to more competitive services. It is also part of Crezcamos' market expansion strategy. By September after only five months of operation, the office has a portfolio of COP\$608 million (US\$159,000) with 221 active clients, of which 203 are new.



**Picture 2 and 3.** Opening of Crezcamos branch office in Sardinata in the Catatumbo region (Norte de Santander).

RFI and the entity launched the first phase of the "Credi-ahorro" campaign called "Ahorrando y Progresando" (Saving and Progressing). With this program, aimed at the Venezuelan migrant and rural Colombian population, a client will first have the possibility of opening a scheduled savings account. Following the weekly savings deposits for six months to show good savings habits, the client will have the possibility of rapid credit approval at the end of the period. This phase included the launching of a massive savings promotion campaign with special emphasis on the Valledupar and Bucaramanga offices, cities where advertising material was deployed.





**Picture 4.** Advertising campaign "Ahorrando y Progresando" developed by RFI and Crezcamos.

RFI also analyzed the home improvement and agricultural lending model through Aliados Crezcamos and presented a product proposal. The product launch has been delayed due to technological challenges. On the other hand, Crezcamos launched a massive campaign to offer products to the Venezuelan migrant population, seeking greater communication and acceptance from both customers and the sales force when offering Crezcamos products. The concept of the campaign is "No Barriers to Progress so that We Can All Grow Equally". The campaign is being developed in social networks with testimonial videos, advertising in local media such as newspapers and radio stations, and delivery of flyers with information for the Colombian and Venezuelan population. The total number of clients served by Crezcamos from the beginning of the campaign in January through August of this year is 864 Venezuelan migrants with a total disbursement of COP\$1,931 million (US\$503,300).



**Picture 5.** Advertising campaign "No Barriers to Progress for All to Grow Equally" developed by RFI and Crezcamos.

Lastly, although Crezcamos continues working towards promoting financial inclusion for Venezuelan migrants, it has had difficulties with accessing databases that can provide useful information about them, which has hindered progress in reaching Venezuelans. However, the entity remains willing and interested in this population, as shown in its participation in the RFI-led event Financial Opportunities for the Venezuelan Community.

**Davivienda:** RFI and Davivienda signed a MOU to work towards financial inclusion for rural Colombians through three objectives: 1) implement the VCF methodology in new sectors; 2) promote digital or non-cash payment methods in rural ecosystems including the bank's Agricultural and Coffee Debit Card (Smart ID Card); and 3) identify barriers to access for rural women in target branches. During this year, RFI accompanied the bank with the presentation of the value chain model for the cacao sector and in meetings with organizations in Santander and Tolima. Davivienda is evaluating whether the sector fits the bank's priorities.

It is important to mention that Davivienda's operation has been affected due to the pandemic and the national strike. Specifically, Davivienda's work to implement a communication strategy to help strengthen non-cash payment methods was slowed by the national strike. Although the bank began to brand partner merchants, road blockades during the strike prevented the bank from reaching more establishments.

In order to encourage the use of the SmartCard, RFI and the entity are working on a communication and awareness campaign with the following purposes: 1. Customer retention. 2. Reactivate the use of the card. 3. Focus the use of the card more on the purchase of supplies and less on cash advances. In addition, RFI has worked on a content proposal for the curriculum that is aimed at the sales force. Davivienda contracted a provider to incorporate the curriculum into an e-learning platform, a process in which RFI provides technical assistance to the bank.



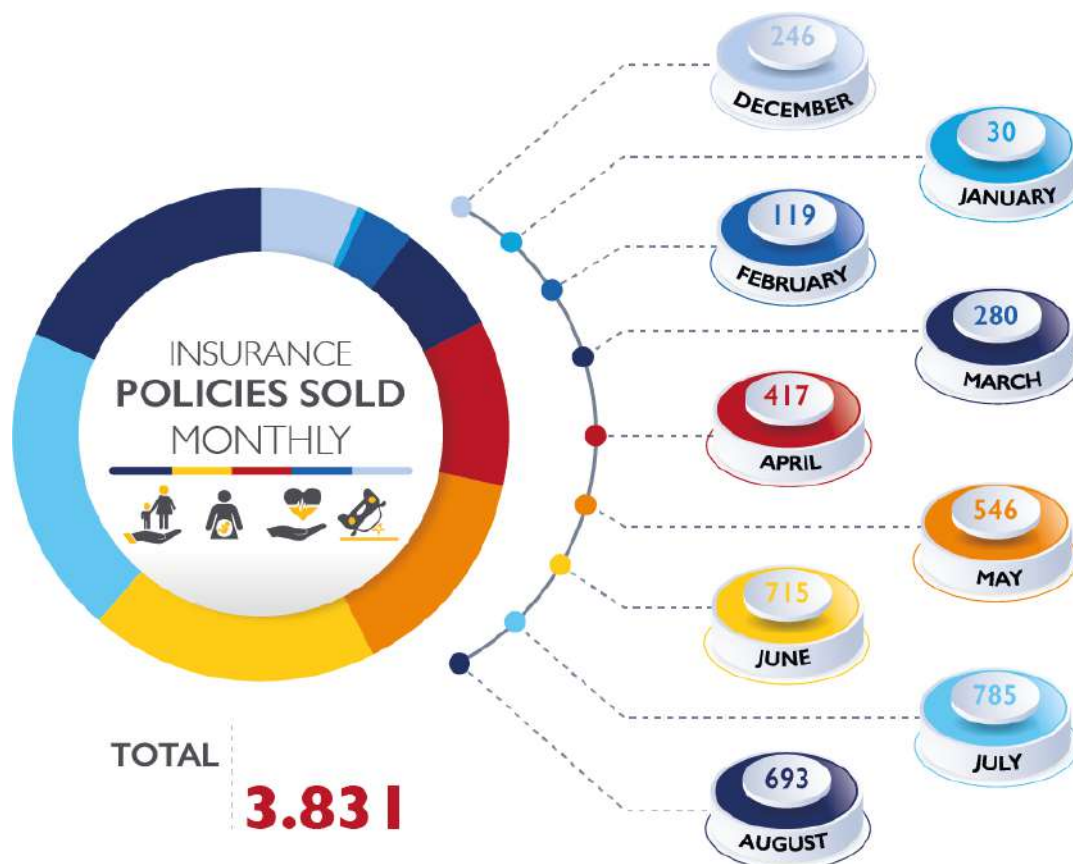
Lastly, RFI and Davivienda worked together to implement surveys in some of the bank's rural branches to identify barriers of access for women and possible recommendations to increase participation of rural women in the bank's portfolio of products and services. A detailed account of this activity is included in the Gender and Vulnerable Populations (GVP) section of this report.

**Microempresas de Colombia:** RFI awarded MdC a grant through a PPP to work towards financial inclusion for both Rural Colombian population and Venezuelan migrants through three objectives: 1) Strengthen digital solutions to bank new Colombian and Venezuelan migrant members; 2) Integrate new financial and/or non-financial transactional services into the App channel to improve the usability of the mobile application; and 3) Design an insurance product to be offered via digital channels. To strengthen the digital process that allows potential members to be a part of the cooperative, MdC decided to have its sales advisors use a digital app to quickly bank potential customers. RFI also helped MdC define a special offer for the Venezuelan migrant population that would allow it to link them through partnerships. MdC redirected the strategy and tested one by one in the street with its commercial team with the purpose of linking the migrant population. It is currently developing the strategy taking into account challenges such as: operationally improving the linkage process, characterizing the target public (knowing the Venezuelan migrant) and evaluating whether the product responds to the needs of customer demand.

With regard to integrating new financial and/or non-financial transactional services into the App channel to improve the usability of the mobile application, RFI and the institution successfully completed this process with three new financial services that can now be found in the Members app: transfers to other banks, downloading of insurance certificates and scheduled savings account cancellation. In addition, another non-financial service is being developed, which is mobile recharging.

The insurance product has become one of the most popular among members since it was launched in December of last year. The cooperative teamed up with insurance company SURA to create an insurance product that covers accidents and funeral expenses. This insurance has been part of the new offer of the entity that has allowed it to make financial inclusion in rural areas. The product is 100% voluntary, as opposed to a prerequisite to credit products. As of September 15, 2021, 4,143 insurance policies have been sold for COP\$223,876,000 (US\$58,400), of which 40% is net income for the cooperative. In order to market the insurance, the entity has implemented a digital education strategy for the use of the app by its members. In some cases, members do not have access to the Internet or do not have a mobile device. For this reason, there are three successful operational channels: the members' app through their cell phones, the commercial advisors' app through a tablet and the offices. A fourth channel was also designed, the website, which although it did not have the expected results, left important lessons in marketing and technological development.

It is important to note that RFI has accompanied MdC in the voluntary insurance renewal plan, defining processes, goals and those responsible for the renewal of the product. The comprehensive technical review of the products for individuals that the entity has today in order to improve the negotiation with the insurance companies involved is in its final stage. By the end of the work plan the best practices to be considered for the design of an insurance department will be presented.



**Picture 6.** Insurance policies sold through August 2021.

**MOVii:** RFI awarded FinTech Movii a grant through a PPP to work towards two objectives: 1) Enable vulnerable populations to access loans on MOVii and 2) launch at least one insurance product within the MOVii e-wallet, with an inclusive business model and positive customer experience. RFI worked with MOVii to create a credit product for the vulnerable population that included Venezuelan migrants. As a result, the Fintech worked with Presty to generate loans for migrants. Now, RFI and MOVii are piloting a digital credit engine targeting MOVii's clients to test an inclusive and easily accessible credit engine. This project involves Moviired and MOVii.

RFI and MOVii have been working on the development of a credit risk assessment model that includes the Venezuelan migrant population. The digital credit approval engine has three elements: 1) scraping, a model aimed at analyzing consumer behavior through social media presence, enhancing Movii's ability to Know Your Customer; 2) credit bureau (identifies criteria for loan assignment); 3) internal client profile assessment. The digital credit approval engine is expected to be launched in November. This will allow validation of the engine's ability to pre-approve loans digitally.

One of the highlights of this year is that MOVii, with the support of RFI, launched the first insurance product in the entity's e-wallet, the Mandatory Insurance for Traffic Accidents (SOAT, by the Spanish acronym). On September 15, it was officially launched to the public for customers with Apple's IOS mobile operating system and is operational with a reach of 70,000 clients. When enabled for the Android system, a reach of 1,800,000 clients is expected. The implementation plan also includes personal accident and life insurance. In fact, the launching of personal accident insurance will take place in the last quarter of this

year. RFI will also provide technical assistance to improve the installed capacity of the insurance portfolio. Life insurance will be launched between January and March 2022.

Lastly, MOVii's participation in RFI's event to encourage financial inclusion for Venezuelan migrants was exciting for the audience, since they handed 200 debit cards free of charge to the first 200 customers who visited the stand. On its own, MOVii launched a communication strategy to highlight the value of Venezuelan migrants. It is important to note that MOVii has 77,000 registered Venezuelan migrants, of which 57% are women, 97% have registered with PEP and only 3% with a foreigner's identification card, and 23,000 have the MOVii card.

**TPaga:** RFI awarded FinTech TPaga a grant through a PPP to work towards three objectives: 1) enable a connection with an online savings account that can be accessed by Venezuelan migrants; 2) design a prototype for a credit product that can be accessed online; and 3) develop actions and strategies for the use of the e-wallet. RFI has helped establish a relationship between TPaga and the government agency Migración Colombia so that the FinTech could access the agency's database and confirm the identity of Venezuelan migrants. The lack of information on the Venezuelan migrant population and the difficulty in connecting sources of information on the Venezuelan population create barriers for them to access the Colombian financial system. FinTechs such as TPaga require more information about this population in order to feel secure and grant a financial product to migrants.

RFI and TPaga are working with TRUORA (a company that manages information sources with databases of disciplinary/judicial background of Venezuelans, client authentication) and the credit bureau TransUnion so that the Fintech can review the credit history and disciplinary/judicial background of Venezuelans. The purpose of the connection tests with TROURA and TransUnion is to strengthen the process of opening and authenticating the Venezuelan migrant population to TPaga's electronic wallet with financial products such as electronic deposit (savings account) or Collective Investment Fund (FIC), which is an investment and transactional product.

In fact, an important fact to highlight is that through FIC, which belongs to Acciones y Valores, RFI and Fintech are making progress in connecting FIC with TPaga so that Venezuelan migrants can access financial investment and savings products. In this case, Acciones y Valores would function as a bank through which the Venezuelan population performs banking transactions in the TPaga wallet. RFI expects this product to be operational by the end of 2021 to provide greater access to the Venezuelan migrant population.

Regarding the development of a prototype loan product, RFI and TPaga have been engaged in reviewing each stage of the process. Initially it had been contemplated to outsource the disbursement and collection issues, but in order to have a complete traceability and a better knowledge of the process, it was decided that RFI will provide technical assistance to TPaga in the development of digital credit modules.

Lastly, in the development of actions and strategies for the use of the e-wallet, the entity launched a campaign called "Breaking Borders, Here We Are All Welcome." A contest was held to motivate people to participate and use the application.

## **BUSINESS DEVELOPMENT SERVICES AND FINANCIAL EDUCATION**

BDS are at the forefront of RFI's work for Venezuelan migrant and Colombian clients. BDS offer skills that help grow, strengthen, and consolidate MSMEs. Improved management helps remove barriers of access to financial services and encourages sustainability. RFI also seeks to implement a results-oriented financial education strategy for the migrant population and migrant-owned microenterprise that uses

targeted dissemination channels to offer content on Colombia's financial system, access to financial services, credit and savings products, digital environment, and budgeting.

For both BDS and financial education, RFI has signed MOUs with organizations that work with the target population: Corporación MdC, Asociación General Para Asesorar Pequeñas Empresas (AGAPE), Convivencia and World Vision. The first two organizations have already implemented RFI-designed methodologies with their beneficiaries and can continue doing so long-term, even when work with the Initiative is over. The latter two signed a workplan to begin this process. RFI also continued implementing a subcontract with Corporación MdC to expand implementation of the BDS and financial education methodology. Both AGAPE and Microempresas de Colombia, and new partners Convivencia and World Vision, took part in the event Financial Opportunities for Venezuelan Community, highlighting the importance of financial education and BDS as entry points to financial services.

**Corporación Microempresas de Colombia:** RFI and Corporación MdC signed an MOU to work towards two objectives: 1) strengthen their existing financial education program and propel financial services in target municipalities; and 2) improve the BDS model to help beneficiaries strengthen livelihood options, local economies, and MSMEs. Through the subcontract, RFI and Corporación MdC achieved the goal of enrolling 600 people in financial education. The goal of graduating 480 people was also met, as 551 people graduated. On October 6, RFI and MdC certified 30 Venezuelan migrants and returnees in the Virtual Financial Education Program with a differential approach to business empowerment and entrepreneurship. The event also included the participation of 14 entrepreneurs in a trade fair.

Within the subcontract for financial education, the goal was to link at least 30% of those people trained in the program with access to financial services. MdC met this goal with 30% or 144 of the 480 people accessing the financial system. Within the financial education program's Module 5, which addresses the Colombian financial environment, the MdC Cooperative included in the financial education program, campaigns on opening savings accounts and financial services in general. MdC and the MDc Corporation understood that the Corporation can attract new people who can then become clients of MdC.

Regarding objective two, the subcontract established the technical assistance of 100 micro-entrepreneurs belonging to the Venezuelan and PDET populations. Corporación MdC, with the support of RFI, linked 100 microentrepreneurs to the Cooperative, which implemented the BDS model. Corporación MdC evidenced: 100 business plans with each of the individuals, as well as business assessment, prioritization of critical activities of their business, improvement plan, and implementation plan. With this, RFI focuses on the sustainability and empowering microentrepreneurs to use the BDS tools provided, even after RFI's technical assistance ends.

**AGAPE:** RFI and AGAPE signed an MOU to work on four objectives: 1) Strengthen AGAPE's Local Savings and Credit Groups (GLAC) methodology to increase financial inclusion in target municipalities; 2) strengthen financial education with a differential approach that includes migrant women and vulnerable Colombian women; 3) design and implement a BDS model to help consolidate livelihood opportunities and subsistence economies; and 4) design and implement communications strategies. Regarding the subcontract, RFI negotiated the amount based on AGAPE's ability to contribute leveraged resources. It is also intended to reach more nascent microenterprise. This subcontract has three objectives: 1) Training and support for individuals in financial education under the program designed and transferred by the Initiative virtually and at no cost to the beneficiaries. RFI expects this program to reach 2,000 enrollees. Due to attrition during these processes, 1,600 are expected to complete the program by the close of the grant in March 2022. The municipalities prioritized by RFI are Barranquilla, Soledad and Malambo (Atlántico) and Cartagena (Bolívar). 2) Support and training for entrepreneurship through the BDS model,

which includes the strengthening entrepreneurs in business development, decision making, marketing, and financial and accounting issues. It is aimed at 30 migrant women in Barranquilla and Soledad (Atlántico) and Cartagena (Bolívar). As an added value, AGAPE will provide seed capital of COP\$1,250,000 (US\$320) for each entrepreneur. 3) Technical assistance and collective training for savings and credit groups for the consolidation of the social fund. RFI will support the development of 25 workshops on business ideation that will generate skills in participants to identify a valid business idea in Barranquilla and Soledad (Atlántico) and Cartagena (Bolívar).

**Fundación Santo Domingo:** RFI and Fundación Santo Domingo signed an MOU in December 2020, to work on financial education and BDS. However, the foundation decided not to move forward with the work with RFI due to other priorities, so RFI ended this MOU.

**Conviventia:** Conviventia signed an MOU with RFI and participated in RFI's event for the financial inclusion of Venezuelans. Conviventia is a New Zealand-based non-governmental organization operating in Colombia that focuses on strengthening entrepreneurial skills among vulnerable populations. The MOU aims to impact 227 people with financial education. To this end, Conviventia formed seven financial education training groups with seven facilitators in cities such as Cartagena (Atlántico), La Guajira, Villavicencio (Meta) and Bogota-Soacha. In addition, Conviventia, with support from RFI, is conducting a financial education program with high school Colombian and Venezuelan students who are enrolled in technical programs in accounting, business consulting, information technology, occupational health and safety, and administrative assistance.

**World Vision:** The entity signed an MOU with RFI and participated in the RFI event for the financial inclusion of Venezuelans. World Vision is an organization that works in humanitarian missions and seeks to include financial education as part of its portfolio of services for migrant populations. The MOU aims to reach 450 people with financial education. The entity is working with Venezuelan migrants in Cali (Valle del Cauca), Barranquilla and Soledad (Atlántico), Cúcuta and Villa del Rosario (Norte de Santander) and Bogotá with 11 facilitators in 13 groups.

**Emprender:** RFI and Emprender had worked together in the first five years of the project, where Emprender acted as a local partner in target territories, providing technical assistance to RFI's partner financial intermediaries to serve the rural Colombian population. This cooperative developed on its own a financial education program aimed at strengthening financial knowledge of their target population. RFI awarded a subcontract to Emprender to acquire those financial education modules, which included the following topics: 1) Digital environment; 2) Budgeting; 3) Managing debt; 4) Savings; and 5) Access to financial services. Furthermore, RFI also sought for Emprender to design an additional module for a total of six in the methodology, called Colombian Financial Environment, aimed at Venezuelan migrants.

**Canadian University Service Overseas (CUSO):** In Q2, the Initiative finished work with CUSO with the graduation ceremonies of 72 Venezuelan migrants who took an RFI-designed financial education program. CUSO has adopted the methodology and may continue using it in future.

**Making Cents International:** Founded on the principles of social entrepreneurship, U.S. Small Business Making Cents International uses evidence-based, market-driven approaches to promote financial inclusion, microenterprise development, and social inclusion, support those most in need. RFI subcontracted Making Cents to assess RFI's BDS model focused on the Venezuelan population and to make recommendations for strengthening it. Thanks to its experience in working with migrants and refugees around the world, Making Cents has provided valuable input to strengthen RFI's model. So far, three focus groups and 16 interviews with key stakeholders have been conducted, including partner financial services and BDS



providers. This will help guide actions to strengthen RFI practices, so that livelihood consolidation for migrants can be more efficient. The final report and recommendations from the firm will be submitted in December 2021.

## WORK WITH THE PUBLIC SECTOR

RFI's work with regulatory agencies and other public financial sector entities seeks to improve financial inclusion by promoting targeted adjustments in processes and procedures that will directly support RFI's objectives, strengthen the digital ecosystem, and protect consumers.

**Finagro:** RFI and Finagro worked together towards two objectives: 1) a pricing model for the Agricultural Guarantee Fund; and 2) electronic promissory notes. Both these activities successfully concluded in early Q2, with final feedback from RFI on the pricing model, as well as delivering recommendations to better manage electronic promissory notes. RFI's pricing recommendations for the Fondo Agropecuario de Garantías (FAG) determined a model that would make it possible to treat the fees charged by the fund in such a way that they approximate the coverage of operating and risk costs. The idea is to adjust the value of the fees over time and make the Fund financially sustainable for the FAG, because currently it is subsidized. The FAG is a fund available to financial institutions that provides the necessary support to rural producers to access agricultural or rural credit within Finagro's credit lines. For this service, the user must pay a commission. With RFI's consultancy to Finagro, an updated model was established that included the calculation of reserves and risk factors determining the price of commissions. Being able to implement the pricing model on their own was especially important for the entity, since it means they now have institutional capacity to implement this on their own and not spend valuable resources on hiring a third party to do it for them. Meanwhile, electronic promissory notes are electronic issues that replace the physical certificates signed by clients, generally at a branch office. In Colombia, each loan granted by a financial institution through Finagro resources must be backed by a promissory note signed by Finagro. This document is held by the intermediary financial institution, which in turn must have a centralized operations office (external entity). The benefit for Finagro is that electronic promissory notes are more agile and efficient, with no risk of loss of the physical document and with high levels of security.

**Superintendencia Financiera:** RFI and the Financial Superintendence have been working on testing a financial education model. The purpose of this program is to inform financial consumers about their rights and responsibilities in the financial system and to strengthen consumer decision making. Once the virtual tests have been carried out and the pandemic restrictions have been overcome, face-to-face tests will resume in Bogotá, where it is expected to reach migrant population and PDET zones. It is important to mention that due to the lessons learned during the virtual tests, the development of an e-learning platform is being planned so that people can access the financial education content.

In addition, the Financial Superintendence, with the support of RFI, is working on the implementation of the "Seal of Excellence" for financial education that will lead to improvements in financial institutions and more informed financial consumers. To this end, a guide will be implemented to easily orient the evaluation community on financial education programs and will also allow institutions to apply for their programs. The "Seal of Excellence" will be launched in the first quarter of next year.

Lastly, RFI finished work with the Financial Superintendence to set up a "Banking Observer," a tool that enables the regulatory body to monitor the financial products offered by the financial entities it regulates and make sure that the information advertised by entities is truthful, accurate and legal. RFI included two mass consumption products for monitoring by the regulatory body: personal loans and car loans. Banking

Observer is also monitoring ads related to credit cards. The tool, based on parameters set by the entity, creates daily alerts for advertisements that the system detects as inaccurate. The RFI-trained staff at the entity then analyze the advertisements to determine the type of action that needs to occur. This enables the Financial Superintendence to meet one of its mission responsibilities and respond effectively to the end users of financial products. This year, RFI delivered the Banking Observer and also trained one hundred staff members on how to use it.

**Superintendencia de Economía Solidaria:** RFI and the Solidarity Economy Superintendence (SES) worked together to design good governance guidelines the SES, support a model for expected credit losses and establish the first cybersecurity parameters for the agency. RFI designed and delivered the good governance guide, based on general terms the SES provided and the well-established model from the Superintendencia Financiera. In Q2, RFI formally delivered the documents and successfully concluded this activity.

RFI also delivered the cybersecurity model design, and in the second quarter the SES reviewed it and made comments and adjustments to it. Taking this into account, RFI resubmitted the adjusted document, which is in line with the Initiative's work on the Operational Risk Management System, as cybersecurity is classified within the risks. This concluded RFI's work on cybersecurity.

**Banca de las Oportunidades (BdO):** RFI signed an MOU with BdO to provide technical assistance to a maximum four financial institutions interested in participating in a pilot to test a new mobile and digital correspondent regulation to expand financial services in rural areas. The new 2020 policy allows for individuals to serve as correspondents for financial institutions, traveling to neighboring communities to offer services via a mobile app. It also allows for new digital correspondents, which are firms with existing online sales platforms which they can use to offer correspondent services for financial institutions.

RFI's support includes an analysis of the technical and operational capacities of the participating financial entities, to design and implement their digital and mobile correspondent models, as well as support in the design of mobile and digital correspondent models, supported by a Philippine consultant providing remote technical expertise in similar systems in Philippines and Asia. BdO will also co-finance the design and implementation of the pilots of the digital and mobile correspondent operation model for the four selected entities: Nequi, Bancamía, Banco W and Mi Banco.

Financial entities shall carry out the pilots in rural areas within the RFI geographics corridors, but could consider other municipalities in the country, which will be defined during the technical assistance.

This activity is important for advancing financial inclusion in the country because it will bring savings and credit products to the doorstep of people living in rural areas. In addition to providing financial services, financial education will also be provided, bringing banking closer to the people. This initiative has received the attention of major media such as Caracol TV, Portafolio, La Republica, RED+Noticias, Nuevo Siglo, among others.

## **SYNERGIES WITH OTHER ORGANIZATIONS**

**Agency for Territorial Renewal (ART):** The Initiative is working with ART to implement a comprehensive financial education program for 450 people and to provide support for the strengthening of business development services for five grassroots agricultural and livestock organizations. The territories in which they will work are Bajo Cauca and Urabá Antioqueño. RFI and ART signed a



preliminary grant agreement to work together on this issue. RFI supports this activity with technical assistance resources.

**Interagency Group of Mixed Migration Flows (GIFMM):** This group works with Venezuelan migrants with both regular and irregular migration status, and the group collaborates with different international donor agencies in their efforts. In Q3, GIFMM participated in the RFI event to promote financial opportunities for the Venezuelan community with both Senior Development Official Michael Lerner as a speaker in the first session, and with a stand in the market fair.

In addition, RFI is finalizing development of the financial orientation guide for Venezuelan migrants with ACNUR and OIT in the framework of the GIFMM. RFI has provided technical resources for the hiring of a technical writer and the construction of the contents of the guide. Ten agencies are also participating in this initiative and have reviewed the documents, making it a product validated by various stakeholders. Asobancaria has also participated and on behalf of the Government, the Gerencia de Fronteras (GDF). The guide is aimed at migrants and is written in user-friendly and simple language. It is in the process of being designed and will be launched at the end of October.

**Financial education in Cáceres (Antioquia):** RFI is supporting a group of 35 students in agricultural management from SENA to learn about financial education. The idea is to strengthen the organizational system in Bajo Cauca. RFI is also supporting an association of 25 women victims of violence in financial literacy training.

## COMPONENT 2. BARRIERS REDUCED TO RURAL FINANCIAL SERVICES

Component 2 includes the mechanisms to incentivize and support FI market entry and innovation discussed in Component 5, including grants, through public-private partnerships (PPP) that comply with USAID’s definition, and through subcontracts and professional services. Through Component 2, RFI applies USAID’s principles of profitability, sustainability, and replicability by reducing risk and promoting innovation to expand demand-driven financial services.

RFI’s extension period contract establishes a Financial Inclusion Fund (FIF) with subcontracts, professional services, and US\$500,000 in grants, to expand financial services for Colombians in PDET municipalities and Venezuelan migrants in urban areas. Grantee leverage required for the extension period is 1:1 in the aggregate. The FIF also includes funds for subcontracts and professional services. At the end of Year 6 RFI has 12 active grants for a total value of US\$603,112, with approximately US\$2.3 million in grantee leverage commitments, for almost a 1:4 ratio of RFI to private sector funds, as seen in Figure 5, exceeding the 1:1 leverage requirement.

**Figure 5: Signed PPPs for the Extension Period**

| Partner FI      | Starting Date | Ending Date | Grant Awarded (US\$) | Implemented Funds (US\$) | Grantee Leverage Committed (US\$) | Grantee Leveraged Implemented (US\$) |        |
|-----------------|---------------|-------------|----------------------|--------------------------|-----------------------------------|--------------------------------------|--------|
| IFR-FIF-FAA-044 | Tpaga         | 08/31/2020  | 03/31/2022           | 43,829                   | 36,233                            | 70,514                               | 29,019 |
| IFR-FIF-FAA-045 | Micoempresas  | 08/31/2020  | 10/30/2021           | 68,659                   | 55,293                            | 70,121                               | 70,123 |

| Partner FI                    |   | Starting Date | Ending Date | Grant Awarded (US\$) | Implemented Funds (US\$) | Grantee Leverage Committed (US\$) | Grantee Leveraged Implemented (US\$) |
|-------------------------------|---|---------------|-------------|----------------------|--------------------------|-----------------------------------|--------------------------------------|
| IFR-FIF-FAA-046               | MoVII S.A.  | 09/23/2020    | 12/30/2021  | 112,889              | 87,710                   | 210,828                           | 169,188                              |
| IFR-FIF-FAA-047               | Banco de Bogotá   | 09/23/2020    | 10/30/2021  | 137,460              | 106,964                  | 1,414,854                         | 1,308,875                            |
| IFR-FIF-FAA-048               | Crezcamos S.A. CF   | 11/25/2020    | 03/31/2022  | 99,966               | 81,369                   | 341,721                           | 316,468                              |
| IFR-FIF-FAA-049               | Cooperativa de Ahorro y Crédito Congente                      | 11/17/2020    | 01/31/2022  | 18,234               | 14,859                   | 29,432                            | 29,445                               |
| IFR-FIF-FAA-050               | Asociación Salto Angel  | 11/25/2020    | 09/30/2021  | 4,701                | 4,701                    | 4,921                             | 4,921                                |
| IFR-FIF-FAA-051               | Fundación Colombovenezolana Nueva Ilusión                     | 11/25/2020    | 08/30/2021  | 3,857                | 3,857                    | 3,892                             | 3,892                                |
| IFR-FIF-FAA-052               | Fundación Procrear  | 11/23/2020    | 09/30/2021  | 3,189                | 3,189                    | 3,405                             | 3,405                                |
| IFR-FIF-FAA-053               | Asociación Mujeres Sembrando Vida                             | 11/23/2020    | 09/30/2021  | 3,454                | 3,454                    | 3,184                             | 3,184                                |
| IFR-FIF-FAA-054               | Corporación de Emprendedores Colombo Venezolana "Emprecolven" | 12/16/2020    | 08/30/2021  | 2,744                | 2,744                    | 2,615                             | 2,615                                |
| IFR-FIF-FAA-055               | Banco Mundo Mujer S.A.  | 02/19/2021    | 07/30/2021  | 20,886               | 20,886                   | 17,310                            | 17,310                               |
| IFR-FIF-FAA-056               | Banco Mundo Mujer S.A.  | 09/27/2021    | 02/28/2022  | 83,244               | 0                        | 206,974                           | 46,069                               |
| <b>Total Extension Period</b> |   |               |             | <b>603,112</b>       | <b>421,258</b>           | <b>2,379,771</b>                  | <b>2,004,514</b>                     |

It is important to note that the new subcontracts that were under design late in Year 6 and are to be executed during Year 7 include:

- **A Pay-for-Results Subcontract to incentivize financial institutions to test microcredit models for Venezuelan migrants:** Its purpose is to incentivize one or more financial institutions to promote awarding loans to the Venezuelan migrant population. This will generate initial data and learnings to inform RFI's recommendations to partner FIs and USAID on challenges and viable credit models for migrants. Crezcamos presented its intention to carry out this activity.
- **Subcontract for the implementation of the Virtual Financial Education Program and the Business Development Services (BDS) Model with a differential approach:** The objective is to implement this methodology through technical assistance, to promote the business empowerment and entrepreneurship of the migrant population and rural Colombian population located in the municipalities prioritized by RFI. AGAPE will be the entity carrying out this program.

## COMPONENT 4: LEARNING, KNOWLEDGE MANAGEMENT, AND COMMUNICATIONS

The RFI communications strategy is a cross-cutting component with a three-pronged approach: First, providing technical assistance to partner FIs to strengthen their relationship dynamics with internal and external groups of interest and support them in the process of immersing in the rural market. Second, documenting best practices and lessons learned by the Initiative and its partners on financial inclusion of rural population, and disseminating best practices and lessons learned through the media. Third, preparing and delivering reports to USAID, presenting the results and progress of RFI implementation. During Y6, the RFI Communications Team performed tasks accordingly to address each of these three critical approaches.

**Financial Opportunities for the Venezuelan Community:** On June 24th RFI held an event to showcase opportunities for the Venezuelan migrant and returnee community to access financial products and services, as well as financial education and BDS. This was a multi-stakeholder effort with partner FIs, USAID/Colombia, and other donor agencies. The RFI communications team developed a comprehensive strategy aimed at attracting Venezuelan migrants to the event. The team created a Facebook page to integrate a digital strategy as part of communications. According to Gerencia de Fronteras, Facebook is the most used social network among Venezuelan migrants. Additionally, given that migrants are also heavily inclined to use Whatsapp, RFI set up a Whatsapp account through which people could receive advertisements from the event, ask questions, and register. The communications strategy led to over 19,800 participant registrations for the event, confirming the fact that the Venezuelan community is eager to access financial services. Ultimately, four thousand people connected to the event through the Webex platform, and 7,000 people connected through Facebook, either on RFI's Facebook page or through reposting on partner FIs' pages. Andreina Solórzano, a Venezuelan journalist who lives in Colombia and works for one of the highest rated news shows in the country, hosted the event and engaged the audience throughout the morning sessions.

RFI partners such as Microempresas de Colombia, Banco Mundo Mujer, Tpage, Bancamia, Crezcamos, Congente, Banco de Bogotá, and Movii participated in the event, as well as organizations such as AGAPE, World Vision, Conviventia, and GIFMM, who presented products and services for the Venezuelan population. In addition, the event garnered media attention (radio, press, TV), including media giants like newspapers El Espectador and El Colombiano, as well as TV stations like Caracol Televisión, which published posts and aired segments. The media published or aired 79 posts and segments that gave exposure to RFI's partner financial entities and promoted financial inclusion of Venezuelan migrants.

As established in the activity's objective, during the event the attendees, who were mostly migrants and returnees from Venezuela, had the opportunity to learn and inform themselves about the financial services and products they can access in Colombia. In addition, attendees learned about RFI's financial institution partners that serve the Venezuelan population. This information can still be consulted by the Venezuelan community through the virtual event platform (<https://www.oportunidadesfinancierasmiigrantesvnlz.com/>), where there is a stand of each of the entities with contact details and relevant information. A highlight of the event outcomes was the direct attention provided by financial institutions to the migrant population. For example, Banco Mundo Mujer served around 500 people through its contact lines, Crezcamos served more than 70 people, and Microempresas de Colombia served 65 people.



**Picture 7 and 8.** RFI's communications team developed a comprehensive strategy that included the creation of a virtual platform with the participation of the program's partners.

**Implementation of the Local Savings Groups methodology:** In order to bring migrants and returnees from Venezuela closer to Colombia's financial system, RFI implemented the Local Savings Groups methodology in partnership with five civil society organizations. The five organizations that facilitated the formation of the Local Savings Groups were the Fundación Colombo Venezolana Nueva Ilusión, from Cúcuta; the Asociación de Emprendedores Colombo-Venezolana (Emprecolven), from Medellín; the Fundación Procrear, from Bogotá; the Asociación Mujeres Sembrando Vida, from Los Montes de María; and the Asociación Salto Ángel, from Riohacha.

RFI worked for ten months with these organizations that received leverage resources. The methodology was implemented virtually and in some cases in person due to difficulties in Internet connection or lack of knowledge about the operation of a mobile device. This methodology aims to provide tools and knowledge that will allow the population to make informed decisions about the management of their personal financial resources and entrepreneurship. Organizations develop the methodology in savings groups of between seven and 11 people with the objective of initiating their financial life by acquiring a savings product, a process that has been carried out through the partner MOVii. In total, 760 people have participated and 478 have opened a savings account. As for knowledge management, this was done through financial education in eight modules: 1) Saving (Why save?), 2) Budgeting (Let's budget), 3) Controlling our micro-spending, 4) Costing for a fair price, 5) Financing (How can I finance my goals?), 6) Researching (What is my ideal credit?), 7) Empowering and entrepreneurship, and 8) Untangling social networks.

At the conclusion of the implementation of the Local Savings Groups methodology, the group members from all five organizations received certificates of attendance and participation. As part of this exercise, on September 23 and 24, a commission from the USAID team attended one of the deliveries of 135 certificates to the Local Savings Groups formed by the Asociación Salto Ángel in Riohacha, La Guajira. Of this group, 80% are women, 70% are migrants and returnees, and 77% of the participants now have a formal savings account. Thus far, 121 people belonging to vulnerable areas of La Guajira have started in the financial system as a result of their participation in the Local Savings Groups.

**Picture 9 and 10.** A commission from the USAID team attended the delivery of certificates to one of the Local Savings Groups formed by the Asociación Salto Angel in Riohacha, La Guajira.



It is worth noting that the intense COVID-19 peak in Colombia during the quarter made it difficult for some organizations to form or maintain savings groups. Therefore, some requested an extension to complete their milestones. Despite the difficulties, the groups continued to make savings with the Movii application, as shown in Figure 6.

**Figure 6: CSOs supported by RFI**

| CSO            | Geographic coverage            | Created groups | Number of participants | % Of women participating | % Of migrants and returnees participating | % Participants with formal savings account | Total savings (Cop \$) |
|----------------|--------------------------------|----------------|------------------------|--------------------------|---|--|------------------------|
| Salto Ángel    | North Caribbean                | 17             | 158                    | 80                       | 70  | 80   | 26,633,500 (US\$6,944) |
| Nueva Ilusión  | Catatumbo                      | 16             | 157                    | 82                       | 47  | 47   | 34,637,350 (US\$9,032) |
| Procrear       | Bogotá, Soacha, Chía           | 16             | 160                    | 83                       | 16  | 18   | 9,134,338 (US\$2,381)  |
| Sembrando Vida | Montes de María                | 20             | 201                    | 87                       | 3   | 4  | 21,105,100 (US\$5,203) |
| Emprecolven    | Medellín and metropolitan area | 10             | 84                     | 68                       | 83  | 83   | 15,487,903 (US\$4,038) |

**Relationship Guide for IFs and Civil Society Organizations:** RFI designed a customer relations guide to help bridge communications and forge relationships between partner FIs and CSOs that work with migrants. The guide includes a differential approach, and in Q3 RFI implemented it with three CSOs interested in accessing financial services for their beneficiaries. The Initiative chose three partner FIs that



could serve the organizations, based on their geographic coverage, pairing MdC and the CSO Corporación de Emprendedores Colombo Venezolana (Emprecolven) representing migrants, both in Medellín.

The financial entity and the CSO held a joint workshop to showcase the cooperative's financial services available to the Venezuelan population, including its BDS portfolio, given that Emprecolven heavily focuses on business development. Eighty people attended this session, and Microempresas is now reviewing the database to further expand initial contact and bank potential customers. The second pairing was between Colonia de Venezolanos en Colombia (Colvenz) in Santa Marta and Banco Mundo Mujer. The bank and the CSO met to make banking processes for Venezuelan migrants more agile, and the bank is currently reviewing a database with 75 potential customers. Lastly, Asociación de Venezolanos Residentes en los Llanos Colombianos (Llanovencol) and Congente held initial meetings to further understand their roles and explore ways to promote financial inclusion. RFI's technical assistance to bring together CSOs serving migrants and financial institutions evidences the communication challenges that the organizations face in building a relationship with the migrant population. To help the CSOs to mitigate these challenges, RFI held two meetings with each of the entities to teach them how to create their own database with the beneficiary population and provide them with sample formats. In the case of Emprecolven, RFI carried out a virtual activity with the support of MdC to strengthen the entity's communication with the migrant population and also promote the integration of the Venezuelan community with the Cooperative.

**Awareness meetings with commercial teams of financial institutions:** RFI presented a characterization of the Venezuelan population to the communications team and the commercial area director of Banco de Bogotá, Congente, Microempresas de Colombia, Crezcamos and Banco Mundo Mujer with the purpose of sensitizing the commercial force of the entities regarding the profile of the migrant population engaging financial services such as savings and credit. This characterization provided data such as age and the main locations of the Venezuelan population in PDET municipalities, among others.

## **GENDER AND VULNERABLE POPULATIONS**

RFI intertwines communications and GVP, so all communications actions (including dissemination, reports, and proposed marketing strategies) include a differential and gender approach.

**Davivienda's gender research:** RFI worked with Davivienda to implement a plan to identify barriers to women's access of financial services. The plan included anonymous surveys that helped the bank identify attitudes toward women that may hinder their access to financial products, coaching for the sales force in select offices, internal communications content that helped broaden knowledge about the gender approach and its advantages, and external communication pieces that invited women to join the bank. One survey sought information about how the sales force perceives women and the other sought to find out what the team knew about their female clients. The results suggest the existence of beliefs in traditional norms regarding gender roles, such as the idea that women do not manage businesses and are in charge of the household, while men do business and engage in productive activities. Survey results also suggest that women do not seek out the bank for financial services. This does not speak to an unconscious bias within the bank, but rather offers an opportunity for improvement in terms of external communications that actively invite women to become part of the FI. Finally, Davivienda does not disaggregate its data by gender, making it impossible to measure indicators, progress, success, or failure in this regard. This is an important step that does not depend on RFI's work with the bank or the sales force, but on decisions by the bank's management. In response to the survey results, Davivienda will include a gender training module in an e-learning platform for the entire sales force to access and as a result better recognize women as

potential customers. Although it has not yet been implemented, this module could make a huge impact across the company, as it will be permanently available for use by the bank.

**Training of commercial teams:** An important topic in the provision of financial services is the perception that commercial advisors have of the Venezuelan migrant population. RFI has the opportunity to sensitize the commercial teams not only with a differential approach, but also with tools that allow them to reach more clients. The Initiative is gathering qualitative information to identify the perceptions of the commercial advisors and better guide the construction of awareness workshops to offer conceptual tools and new service models for the Venezuelan community. This will be completed by the end of 2021.

**Women's participation in Local Savings Groups:** It is also important to highlight the participation that RFI has achieved through the implementation of the Local Savings Groups methodology (described above), in which 623 women participated, which corresponds to 80% of program participants. The benefit obtained for the women through this methodology was learning to save, business development, cost management, family and personal money management, and personal empowerment.

## MONITORING, EVALUATION & LEARNING (MEL)

### I. PROGRESS

RFI's technical activities to promote financial inclusion of Colombians in PDET municipalities and Venezuelan migrants in urban areas have required a MEL approach that prioritized the following activities:

#### Training for FIs

Based on new indicators to monitor activities in the extension period, RFI created new trainings for partner FIs and other organizations that are implementing work plans and MOUs with RFI between 2020 and 2021, as shown in Figure 7, to train them in their own performance monitoring and generating required MEL data for RFI.

**Figure 7: Trainings for partner FIs FY2021**

| Partner                  | Date of training | Type of training  |
|--------------------------|------------------|---|
| <b>Congente</b>          | 11/19/2020       | Structure the first indicator report for the July-September period.   |
| <b>Crezcamos</b>         | 11/30/2020       | Structure the first indicator report for the July-September period.   |
| <b>Davivienda</b>        | 01/19/2021       | Structure the first indicator report for the October-December period.   |
| <b>Banco Mundo Mujer</b> | 02/11/2021       | Structure the first indicator report for the October-December period.   |
| <b>Conviventia</b>       | 06/23/2021       | Register participants in entry and exit forms for the financial education program. The MEL team designed the forms to follow up on participation and progress, with the direction of the Economic Development department. |

During Y6 the MEL team accompanied partner entities in their report process and monitored the quality of indicators submitted by entities to guarantee their consistency and validity. RFI held phone calls and periodic assessments of information with Banco Mundo Mujer, Davivienda and Congente, and other partners as needed.



## NEWS

### Monitor

During the Y6, RFI completed registering and uploading all disaggregated indicators for RFI's first five years in USAID's Monitor system and RFI continues registering new indicator data and disaggregation for the extension period.

### USAID's MEL Activity

- **Impact and Performance Evaluation:** Last year, the MEL Activity and USAID evaluated RFI's impact and performance. RFI delivered to the evaluators reports with documents, public information, data, and other requested topics. During the third quarter, the evaluation team made a PowerPoint presentation to USAID and the RFI team, with an overview of findings of the Impact and Performance Evaluation Early Report, including results of the process and generally positive findings that reinforce RFI's impact during its first five years, and general recommendations.
- **Data Quality Assessment (DQA):** On December 16, 2021, USAID's MEL Activity conducted two DQAs for indicators RFI-02: Active customers and RFI-04: Disbursed loans. The Initiative resolved questions based on RFI's Activity Monitoring, Evaluation, and Learning Plan (AMELP) during the session. On September 16, the MEL Activity team presented the DQA results, highlighting that the two indicators fully comply with the requirements of validity, reliability, timeliness, precision, and integrity. In addition, it emphasized that the data generated for this indicator meet all quality standards, the processes are well documented and are followed thoroughly and, the reported data are backed up by evidence.

## MEL COMMUNITY OF PRACTICE

The RFI M&E team participated in several events of the MEL Community of Practice, convened by USAID, as follows:

**Figure 8. M&E team participation in MEL Community of Practice events**

| Date of event | Type of event                                      |  |
|---------------|--|--|
| 01/22/21      | Data Storytelling: What Picture Can Numbers Paint? | RFI participated in a USAID-led activity with Sonia Ardila, Senior Data Specialist at Claro Colombia (the largest internet provider in the country) and member of the Cientificas de Datos (Female Data Scientists) organization. She shared best practices for implementing partners to be able to use all the data in MEL and tell more engaging stories than plain numbers. |
| 03/03/21      | PSE Meeting  | RFI took part in a meeting with USAID's PPP team to share achievements and a communications and dissemination strategy for PPPs which USAID hopes to scale up to implementing partners. During this meeting, RFI shared the first PPP Qualitative Information Form with USAID, showcasing the Initiative's active PPPs.  |
| 04/22/2021    | Community of practice – Remote Monitoring          | The MEL team participated in a USAID and MEL Activity-led session to exchange experiences regarding changing work dynamics, tools, best practices, advantages, and challenges of remote monitoring.  |

## USAID-PDET INITIATIVES

The MEL and Economic Development teams participated in multiple sessions with ART to design an agreement that enabled RFI and the government agency to work together on PDET initiatives. The sessions resulted in the joint objective of supporting the sustainability of projects financed by ART in PDET territories through the financial inclusion of selected communities in some municipalities of Urabá and Bajo Cauca (Apartadó, Cáceres, Carepa, Caucasia, el Bagre, Tarazá and Turbo).

RFI made progress in contracting internal consultancies to conduct the following strengthening exercises in the period from September 2021 to March 2022:

1. Training in Financial Education to empower the local population by improving their understanding of financial products and services.
2. Technical assistance in business development services: through virtual channels and technological tools that allow monitoring of production units.

RFI expects to show the first results during the first quarter of fiscal year 2022.

## CLA CASE COMPETITION

The annual Collaborating, Learning and Adapting (CLA) Case Competition led by USAID/Washington captures real-life examples of USAID staff and partners using CLA approaches to achieve better development outcomes. The RFI team submitted a CLA case called Digital loans for rural Colombians: The road to a greater financial inclusion. The case showed the experience between RFI and Microempresas de Colombia regarding new credit products, collaboration, and learning, as well as lessons throughout activity implementation. While the case was not selected as a winner, it has been published on USAID's Learning Lab site for dissemination and learning: [Digital Loans for Rural Colombians: The Road to a Greater Financial Inclusion | USAID Learning Lab](#).

## INDICATORS

RFI began tracking and calculating new indicators for the extension period in July 2020, per the approved Activity Monitoring, Evaluation, and Learning Plan (AMELP) for the extension period. This report shows results consolidated through June 30, 2021. This follows the one-quarter reporting delay in the Performance Indicator Reference Sheet (PIRS) approved in the third modification to the AMELP, to allow partner financial intermediaries adequate time to submit data to RFI for validation.

### Cumulative Performance

This report shows the data delivered by each partner FI and validated by RFI, in accordance with their work plans. Figure 9 shows indicator progress through Year 6 and percentage against extension period targets for Years 6 and 7.

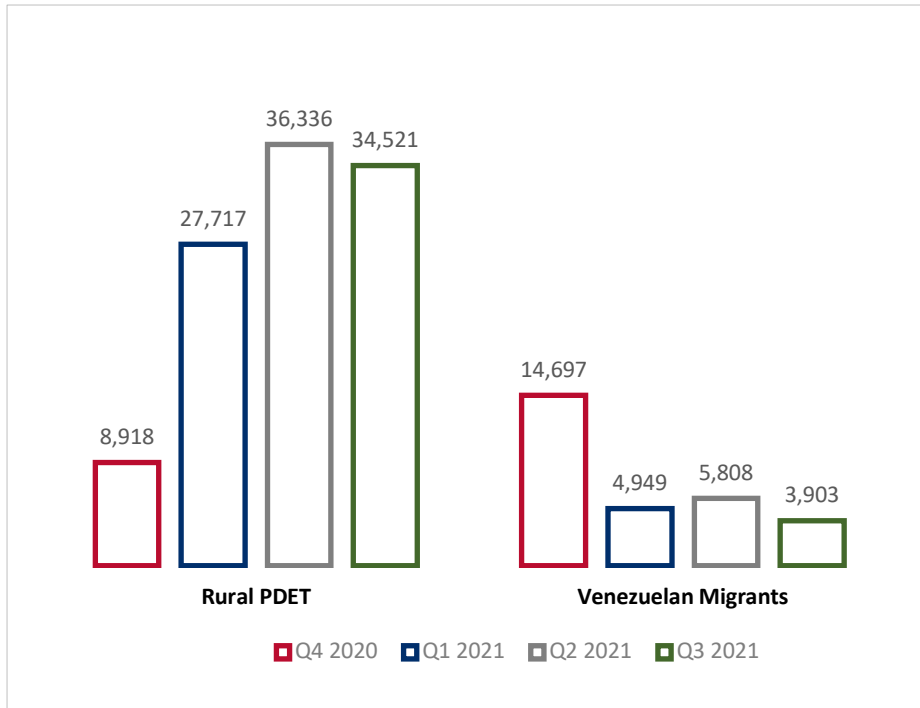
**Figure 9: Indicator Progress – Y6**

| No.           | Indicator Description  | Unit       | Extension Period AMELP Target | Progress Indicator | Progress (%) |
|---------------|--|------------|-------------------------------|--------------------|--------------|
| <b>RFI-16</b> | Number of partnerships established to provide financial education and/or BDS | Number     | 4                             | 5*                 | 125%         |
| <b>RFI-17</b> | Total number of new clients (Venezuelan migrants)                            | Number     | 30,000                        | 29,357             | 98%          |
| <b>RFI-18</b> | Total value of financial services for Venezuelan migrants                    | US\$       | 5,000,000                     | 4,904,804          | 98%          |
| <b>RFI-19</b> | Percentage of female participants (Venezuelan migrants)                      | Percentage | 5%                            | 53%                | 1,060%       |
| <b>RFI-20</b> | Total number of new clients (In target PDET and rural municipalities)        | Number     | 50,000                        | 107,492            | 215%         |
| <b>RFI-21</b> | Total value of financial services in PDET and rural municipalities           | US\$       | 100,000,000                   | 113,357,342        | 113%         |
| <b>RFI-22</b> | Value of rural and agricultural loans in PDET and rural municipalities.      | US\$       | 80,000,000                    | 69,703,871         | 87%          |
| <b>RFI-23</b> | Percentage of female participants in PDET and rural municipalities.          | Percentage | 50%                           | 54%                | 109%         |
| <b>RFI-24</b> | Number of communication pieces produced and disseminated                     | Number     | 6                             | 16                 | 267%         |
| <b>RFI-25</b> | Value of resources leveraged   | US\$       | 500,000                       | 2,004,514          | 401%         |

\* RFI terminated a previously reported partnership with Fundación Santo Domingo, since the foundation expressed no interest in working with the Initiative. In turn, RFI promoted new partnerships to work on financial education and BDS with Conviventia, World Vision, and ART.

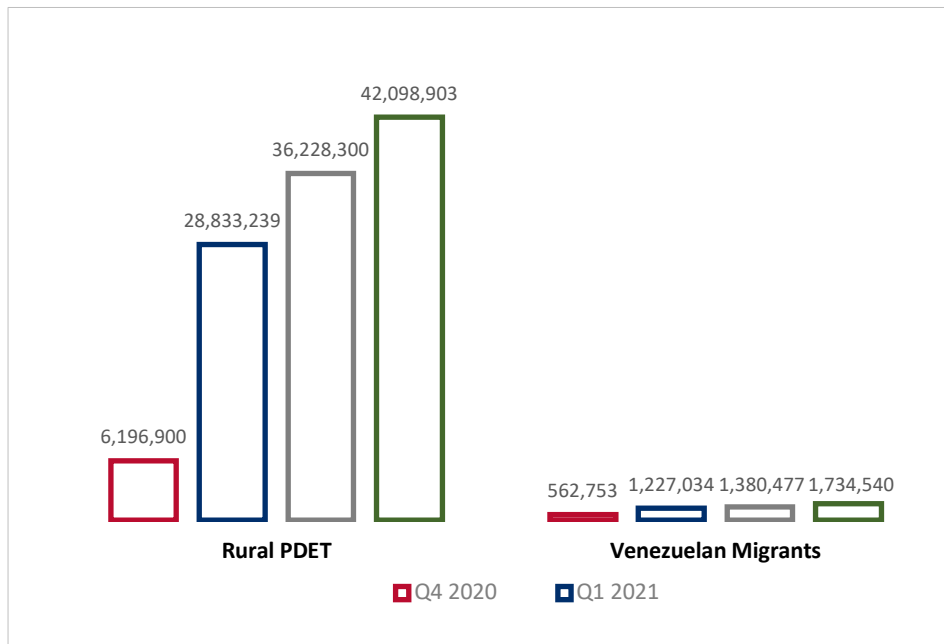
The following graphs (Figures 10 and 11) show progress in new clients and financial services mobilized throughout Year 6.

**Figure 10. Distribution – Rural PDET and Venezuelan migrant Clients**



Source: Data provided by partner FIs to RFI.

**Figure 11. Distribution – Rural PDET and Venezuelan migrant financial services provided.**



Source: Data provided by partner FIs to RFI.

## Quarterly Performance

The following tables (Figures 12 and 13) show quarterly progress (Y6Q4) according to information submitted by FIs and validated by RFIs.

### Access to financial services for Venezuelan Migrants

The data presented below shows Venezuelan migrants' access to financial services in 62 target municipalities, provided by seven FIs (Banco de Bogotá, Banco Mundo Mujer, Congente, Crezcamos, Microempresas de Colombia, Movii and Tpage). As noted in the RFI contract, target geography includes 117 municipalities, with 24 of these housing the highest concentrations of Venezuelans in major metropolitan areas. The remaining municipalities are PDETs where the focus is rural Colombian clients, although there is some presence of Venezuelan migrants. Annex 1 offers detailed information on each indicator, as per the AMELP. This can also be seen in Figures 12 and 13.

**Figure 12. Quarterly Total – Venezuelan migrant Clients by Corridor\*\***

| Figure 12. Quarterly Total – Venezuelan migrant Clients by Corridor |              |              |             |            |              |               |             |
|---|--------------|--------------|-------------|------------|--------------|---------------|-------------|
| CORRIDOR  | Women        | Men          | No reported | Enterprise | Total        | RFI-19 %Women | RFI-19 %Men |
| Área Metropolitana de Barranquilla                                  | 214          | 167          | 0           | 0          | 381          | 56%           | 44%         |
| Área Metropolitana de Bucaramanga                                   | 148          | 130          | 0           | 0          | 278          | 53%           | 47%         |
| Área Metropolitana de Medellín                                      | 194          | 167          | 0           | 0          | 361          | 54%           | 46%         |
| Atlántico Norte / Caribe Norte                                      | 108          | 119          | 0           | 0          | 227          | 48%           | 52%         |
| Bajo Cauca Sur de Córdoba   | 2            | 3            | 0           | 0          | 5            | 40%           | 60%         |
| Bogotá - Soacha – Chía  | 1,052        | 1,043        | 0           | 0          | 2,095        | 50%           | 50%         |
| Caquetá   | 3            | 6            | 0           | 0          | 9            | 33%           | 67%         |
| Catatumbo   | 98           | 96           | 0           | 0          | 194          | 51%           | 49%         |
| Meta  | 1            |              | 0           | 0          | 1            | 100%          | 0%          |
| Montes de María   | 95           | 63           | 0           | 0          | 158          | 60%           | 40%         |
| Norte del Cauca y Valle del Cauca                                   | 92           | 101          | 0           | 0          | 193          | 48%           | 52%         |
| Tumaco  | 0            | 1            | 0           | 0          | 1            | 0%            | 100%        |
| <b>Total</b>  | <b>2,007</b> | <b>1,896</b> | <b>0</b>    | <b>0</b>   | <b>3,903</b> | <b>51%</b>    | <b>49%</b>  |

Source: Quarterly data provided by partner FIs to RF

**Figure 13: Quarterly Total: Financial Services Provided per Type and Location (Venezuelan migrant clients) \*\***

To RFI's classic financial services, it is now encouraging and calculating new services, including payments and transfers, as seen in Figure 13:

| Figure 13: Quarterly Total: Financial Services Provided per Type and Location (Venezuelan migrant clients) |            |                   |             |                   |            |                  |                   |                   |             |                     |
|--|------------|-------------------|-------------|-------------------|------------|------------------|-------------------|-------------------|-------------|---------------------|
| Corridor   | Loans      |                   | Savings     |                   | Insurances |                  | Payments          | Transfer          | Total       |                     |
|  | Clients    | Value US\$        | Clients     | Value US\$        | Clients    | Value US\$       | Value US\$        | Value US\$        | Clients     | Value US\$          |
| Área Metropolitana de Barranquilla   | 92         | \$ 51,024         | 227         | \$ 27,485         | 62         | \$ 1,604         | \$ 1,617          | \$ 6,545          | 381         | \$ 88,274           |
| Área Metropolitana de Bucaramanga  | 72         | \$ 65,832         | 122         | \$ 10,363         | 84         | \$ 2,734         | \$ 1,382          | \$ 2,423          | 278         | \$ 82,735           |
| Área Metropolitana de Medellín   | 18         | \$ 37,203         | 343         | \$ 23,255         | 0          | \$ -             | \$ 5,266          | \$ 8,000          | 361         | \$ 73,724           |
| Atlántico Norte / Caribe Norte   | 35         | \$ 28,728         | 145         | \$ 21,824         | 47         | \$ 1,460         | \$ 2,037          | \$ 6,050          | 227         | \$ 60,100           |
| Bajo Cauca Sur de Córdoba  | 0          | \$ -              | 4           | \$ 843            | 1          | \$ 11            | \$ 173            | \$ 754            | 5           | \$ 1,781            |
| Bogotá - Soacha - Chía   | 66         | \$ 127,835        | 1993        | \$ 647,122        | 36         | \$ 1,140         | \$ 138,891        | \$ 356,079        | 2095        | \$ 1,271,067        |
| Caquetá  | 1          | \$ 664            | 8           | \$ 5              | 0          | \$ -             | \$ 3              | \$ -              | 9           | \$ 672              |
| Catatumbo  | 28         | \$ 26,292         | 101         | \$ 23,144         | 65         | \$ 1,935         | \$ 4,847          | \$ 13,631         | 194         | \$ 69,849           |
| Meta   | 0          | \$ -              | 1           | \$ 85             | 0          | \$ -             | \$ -              | \$ -              | 1           | \$ 85               |
| Montes de María  | 39         | \$ 27,972         | 74          | \$ 9,018          | 45         | \$ 1,175         | \$ 2,073          | \$ 3,364          | 158         | \$ 43,601           |
| Norte del Cauca y Valle del Cauca  | 16         | \$ 13,282         | 168         | \$ 17,564         | 9          | \$ 375           | \$ 3,805          | \$ 7,626          | 193         | \$ 42,652           |
| Tumaco   | 0          | \$ -              | 1           | \$ -              | 0          | \$ -             | \$ -              | \$ -              | 1           | \$ -                |
| <b>Total</b>   | <b>367</b> | <b>\$ 378,831</b> | <b>3187</b> | <b>\$ 780,707</b> | <b>349</b> | <b>\$ 10,435</b> | <b>\$ 160,095</b> | <b>\$ 404,472</b> | <b>3903</b> | <b>\$ 1,734,540</b> |

Source: Quarterly data provided by partner FIs to RFI

In this year Payments (worth US\$160,095) and transfers (worth US\$404,472) come from 39,623 transactions disaggregated as seen in Figure 14:

**Figure 14: Quarterly Disaggregated payments and transfers**

| Figure 14. Quarterly Disaggregated payments and transfers |          |            |          |            |        |            |
|---|----------|------------|----------|------------|--------|------------|
| Corridor  | Payments |            | Transfer |            | Total  |            |
|   | Number   | Value US\$ | Number   | Value US\$ | Number | Value US\$ |
| Área Metropolitana de Barranquilla                        | 282      | 1,617      | 191      | 6,545      | 473    | 8,162      |
| Área Metropolitana de Bucaramanga                         | 272      | 1,382      | 76       | 2,423      | 348    | 3,805      |
| Área Metropolitana de Medellín                            | 914      | 5,266      | 688      | 8,000      | 1,602  | 13,267     |
| Atlántico Norte / Caribe Norte                            | 196      | 2,037      | 269      | 6,050      | 465    | 8,087      |
| Bajo Cauca Sur de Córdoba                                 | 12       | 173        | 17       | 754        | 29     | 927        |
| Bogotá - Soacha - Chía                                    | 22,548   | 138,891    | 12,077   | 356,079    | 34,625 | 494,970    |



| Figure 14. Quarterly Disaggregated payments and transfers |               |                |               |                |               |                |
|---|---------------|----------------|---------------|----------------|---------------|----------------|
| Corridor  | Payments      |                | Transfer      |                | Total         |                |
|   | Number        | Value US\$     | Number        | Value US\$     | Number        | Value US\$     |
| Caquetá   | 1             | 3              |               | 0              | 1             | 3              |
| Catatumbo   | 496           | 4,847          | 270           | 13,631         | 766           | 18,478         |
| Montes de María   | 365           | 2,073          | 101           | 3,364          | 466           | 5,437          |
| Norte del Cauca y Valle del Cauca                         | 553           | 3,805          | 295           | 7,626          | 848           | 11,431         |
| <b>Total general</b>                                      | <b>25,639</b> | <b>160,095</b> | <b>13,984</b> | <b>404,472</b> | <b>39,623</b> | <b>564,567</b> |

Source: Quarterly data provided by partner FIs to RF

### Access to Financial Services for Rural Colombians in PDET Municipalities

The data presented below shows rural Colombians in PDET municipalities access to financial services in 94 out of 94 target municipalities, provided by 8 FIs (Banco Davivienda, Banco de Bogotá, Banco Mundo Mujer, Congente, Crezcamos, Movii, Microempresas de Colombia and Tpage). Annex 1 offers detailed information on each indicator, as per the AMLEP. This can also be seen in Figures 15 and 16.

### Figure 15. Quarterly Total – Colombian PDET Clients Per Corridor

| Figure 15. Quarterly Total – Colombian PDET Clients Per Corridor |               |               |             |            |               |               |              |
|--|---------------|---------------|-------------|------------|---------------|---------------|--------------|
| Corridor   | Women         | Men           | No reported | Enterprise | Total         | RFI-23 %Women | RFI-23 %Men  |
| Área Metropolitana de Medellín                                   | 107           | 68            | 0           | 0          | 175           | 61%           | 39%          |
| Atlántico Norte / Caribe Norte                                   | 8,101         | 6,133         | 4           | 35         | 14,273        | 57%           | 43%          |
| Bajo Cauca Sur de Córdoba  | 2,720         | 2,463         | 13          | 25         | 5,221         | 52%           | 47%          |
| Caquetá  | 1,420         | 1,016         | 12          | 19         | 2,467         | 58%           | 41%          |
| Catatumbo  | 201           | 275           | 0           | 1          | 477           | 42%           | 58%          |
| Meta   | 167           | 200           | 0           | 2          | 369           | 45%           | 54%          |
| Montes de María  | 2,243         | 2,965         | 2           | 8          | 5,218         | 43%           | 57%          |
| Norte del Cauca y Valle del Cauca                                | 3,477         | 2,639         | 4           | 16         | 6,136         | 57%           | 43%          |
| Tumaco   | 79            | 101           | 5           | 0          | 185           | 43%           | 55%          |
| <b>Total</b>   | <b>18,515</b> | <b>15,860</b> | <b>40</b>   | <b>106</b> | <b>34,521</b> | <b>53,6%</b>  | <b>45,9%</b> |

Source: Quarterly data provided by partner FIs to RFI.

**Figure 16: Quarterly Total: Financial Services Provided per Type and Location (Colombian PDET clients)**

| Figure 16: Quarterly Total: Financial Services Provided per Type and Location (Colombian PDET clients) |               |                      |               |                      |               |                   |               |                      |
|--|---------------|----------------------|---------------|----------------------|---------------|-------------------|---------------|----------------------|
| Corridor   | Savings       |                      | Loans         |                      | Insurances    |                   | Total         |                      |
|  | Clients       | Value US\$           | Clients       | Value US\$           | Clients       | Value US\$        | Clients       | Value US\$           |
| Área Metropolitana de Medellín   | 0             | \$ -                 | 175           | \$ 161,769           | 0             | \$ -              | 175           | \$ 161,769           |
| Atlántico Norte / Caribe Norte   | 5,842         | \$ 7,895,459         | 3,842         | \$ 10,573,444        | 4,589         | \$ 153,423        | 14,273        | \$ 18,622,326        |
| Bajo Cauca Sur de Córdoba  | 2,845         | \$ 1,918,915         | 1,251         | \$ 4,259,674         | 1,125         | \$ 21,014         | 5,221         | \$ 6,199,603         |
| Bogotá - Soacha - Chía   | 0             | \$ -                 | 0             | \$ -                 | 0             | \$ -              | 0             | \$ -                 |
| Caquetá  | 1,239         | \$ 1,366,608         | 665           | \$ 2,245,140         | 563           | \$ 28,434         | 2,467         | \$ 3,640,181         |
| Catatumbo  | 52            | \$ 66,362            | 163           | \$ 184,327           | 262           | \$ 6,672          | 477           | \$ 257,361           |
| Meta   | 127           | \$ 138,714           | 168           | \$ 254,694           | 74            | \$ 1,099          | 369           | \$ 394,507           |
| Montes de María  | 650           | \$ 837,166           | 2,174         | \$ 2,145,189         | 2,394         | \$ 73,280         | 5,218         | \$ 3,055,635         |
| Norte del Cauca y Valle del Cauca  | 2,724         | \$ 4,927,326         | 1,685         | \$ 4,437,307         | 1,727         | \$ 93,277         | 6,136         | \$ 9,457,910         |
| Tumaco   | 174           | \$ 227,091           | 11            | \$ 82,518            | 0             | \$ -              | 185           | \$ 309,610           |
| <b>Total</b>   | <b>13,653</b> | <b>\$ 17,377,642</b> | <b>10,134</b> | <b>\$ 24,344,062</b> | <b>10,734</b> | <b>\$ 377,198</b> | <b>34,521</b> | <b>\$ 42,098,903</b> |

Source: Quarterly data provided by partner FIs to RFI

### Ethnic distribution in RFI PDET target municipalities (Colombian PDET Clients)

The Initiative's AMELP identifies limitations in reporting ethnicity disaggregation of the beneficiaries of financial services. Since this classification is not captured by financial institutions when clients access financial services for the first time, it cannot be reported to RFI. Additionally, there are two main limitations for accessing this information:

1. Colombian regulations for the protection of personal financial information (Habeas Data Law 1226/2008).
2. FI operational limitations. It is not viable for FIs to ask clients about their ethnicity in order to remain unbiased when granting financing services and to be sensitive to negative discrimination.

Therefore, per the AMELP, RFI produced the following ethnic population composition table of RFI target departments based on the most recent National Administrative Statistics Department (DANE) census of Colombian population, in order to present an estimate of the ethnic composition in the areas of intervened with financial services by the RFI.

**Figure 17. Ethnic Distribution in RFI Target Departments**

| Total distribution by department in colombia and by ethnicity * |                  |                |               |               |              |            |              |                         |               |
|---|------------------|----------------|---------------|---------------|--------------|------------|--------------|-------------------------|---------------|
| Department in Colombia  | Total population | Afro-Colombian |               | Indigenous    |              | Other      |              | Total ethnic population |               |
|   |                  | Total          | %             | Total         | %            | Total      | %            | Total                   | %             |
| Antioquia   | 726,627          | 192,363        | 26.47%        | 20,77         | 2.86%        | 136        | 0.02%        | 213,269                 | 29.35%        |
| Bolívar   | 206,039          | 50,058         | 24.30%        | 2,026         | 0.98%        | 25         | 0.01%        | 52,109                  | 25.29%        |
| Caquetá   | 359,602          | 5,043          | 1.40%         | 8,825         | 2.45%        | 65         | 0.02%        | 13,933                  | 3.87%         |
| Cauca   | 395,583          | 68,813         | 17.40%        | 158,966       | 40.19%       | 76         | 0.02%        | 227,855                 | 57.60%        |
| Cesar   | 536,231          | 34,913         | 6.51%         | 46,862        | 8.74%        | 142        | 0.03%        | 81,917                  | 15.28%        |
| Córdoba   | 235,368          | 12,369         | 5.26%         | 27,723        | 11.78%       | 36         | 0.02%        | 40,128                  | 17.05%        |
| La Guajira  | 86,929           | 15,088         | 17.36%        | 9748          | 11.21%       | 23         | 0.03%        | 24,859                  | 28.60%        |
| Magdalena   | 635,764          | 24,87          | 3.91%         | 13,349        | 2.10%        | 129        | 0.02%        | 38,348                  | 6.03%         |
| Meta  | 93,239           | 995            | 1.07%         | 4,258         | 4.57%        | 17         | 0.02%        | 5,27                    | 5.65%         |
| Nariño  | 138,091          | 112,508        | 81.47%        | 12,025        | 8.71%        | 67         | 0.05%        | 124,6                   | 90.23%        |
| Norte De Santander  | 113,226          | 105            | 0.09%         | 1,838         | 1.62%        | 6          | 0.01%        | 1,949                   | 1.72%         |
| Sucre   | 151,755          | 46,664         | 30.75%        | 23,807        | 15.69%       | 36         | 0.02%        | 70,507                  | 46.46%        |
| Valle Del Cauca   | 229,565          | 56,145         | 24.46%        | 7,233         | 3.15%        | 48         | 0.02%        | 63,426                  | 27.63%        |
|   | <b>3,908,019</b> | <b>619,934</b> | <b>15.86%</b> | <b>337,43</b> | <b>8.63%</b> | <b>806</b> | <b>0.02%</b> | <b>958,17</b>           | <b>24.52%</b> |

Calculations are based only on the 94 RFI PDET municipalities in each department, not all municipalities in the department Source: National Planning Department, Portal Territorial. <https://terridata.dnp.gov.co/#!/comparaciones>

## TEAMS SYSTEM REPORT

In 2020, USAID transitioned from using the TraiNet system to using TEAMS to track trainings. Starting Y5Q4, RFI started recording training session on USAID’s TEAMS from July 2020 until August 2020, with the results shown in Figure 18:

**Figure 18: Teams Trainings**

| Training Program                             | Partner                   | Training Hours | Attendance events /Lists | Total of Participants | Male       | Female     | Expenditures for workshops (UDS) |
|--|---------------------------|----------------|--------------------------|-----------------------|------------|------------|----------------------------------|
| Communications Training Program              | Ágape                     | 22             | 6                        | 44                    | 6          | 38         | 586                              |
| Institutional Strengthening Training Program | Banco de Bogotá           | 37             | 13                       | 221                   | 110        | 111        | 2,368                            |
| Microcredit Training Program                 | Banco de Bogotá           | 74.5           | 19                       | 381                   | 179        | 202        | 4,865                            |
| Microcredit Training Program                 | Congente                  | 18             | 9                        | 111                   | 49         | 62         | 1,094                            |
| Insurance Training Program                   | Microempresas de Colombia | 16             | 8                        | 452                   | 179        | 273        | 1,014                            |
|  |                           | <b>167,5</b>   | <b>55</b>                | <b>1,209</b>          | <b>523</b> | <b>686</b> | <b>9,927</b>                     |

Since 2015, to date, RFI has conducted 55 training sessions that meet TEAMS' training requirements (more than 167,5 hours of training sessions). Expenditures for workshops and other training sessions have been reported in TEAMS for a total of US\$9,927. The total number of participants was 1,209, of which 686 were women

## ANNEXES

### ANNEX I: INDICATOR PROGRESS RFI – EXTENSION PERIOD (REFLECTED IN MONITOR)

| No.           | Indicator Description  | Unit       | Extension Period Target | Cumulative FY 20 | Q12021    | Q22021     | Q32021     | Q42021     | Cumulative FY 21 | Extension Period Cumulative | % Total Target |
|---------------|--|------------|-------------------------|------------------|-----------|------------|------------|------------|------------------|-----------------------------|----------------|
| <b>RFI-16</b> | Number of partnerships established to provide financial education and/or BDS | Number     | 4                       | 2                | 0         | 0          | 2          | 1          | 3                | 5                           | 125%           |
| <b>RFI-17</b> | Total number of new clients (Venezuelan migrants)                            | Number     | 30,000                  | 0                | 14,697    | 4,949      | 5,808      | 3,903      | 29,357           | 29,357                      | 98%            |
| <b>RFI-18</b> | Total value of financial services for Venezuelan migrants                    | US\$       | 5,000,000               | 0                | 562,753   | 1,227,034  | 1,380,477  | 1,734,540  | 4,904,804        | 4,904,804                   | 98%            |
| <b>RFI-19</b> | Percentage of female participants (Venezuelan migrants)                      | Percentage | 5%                      | 0                | 53.9%     | 53.0%      | 52.9%      | 53.0%      | 53.0%            | 53%                         | 1,060%         |
| <b>RFI-20</b> | Total number of new clients (In target PDET and rural municipalities)        | Number     | 50,000                  | 0                | 8,918     | 27,717     | 36,336     | 34,521     | 107,492          | 107,492                     | 215%           |
| <b>RFI-21</b> | Total value of financial services in PDET and rural municipalities           | US\$       | 100,000,000             | 0                | 6,196,900 | 28,833,239 | 36,228,300 | 42,098,903 | 113,357,342      | 113,357,342                 | 113%           |
| <b>RFI-22</b> | Value of rural and agricultural loans in PDET and rural municipalities.      | US\$       | 80,000,000              | 0                | 4,260,130 | 16,693,764 | 24,405,914 | 24,344,062 | 69,703,870       | 69,703,870                  | 87%            |
| <b>RFI-23</b> | Percentage of female participants in PDET and rural municipalities.          | Percentage | 50%                     | 0                | 50.2%     | 53.4%      | 54.5%      | 54.4%      | 54.4%            | 54.4%                       | 109%           |
| <b>RFI-24</b> | Number of communication pieces produced and disseminated                     | Number     | 6                       | 0                | 7         | 4          | 2          | 3          | 16               | 16                          | 267%           |
| <b>RFI-25</b> | Value of resources leveraged   | US\$       | 500,000                 | 5.767            | 412,764   | 534,577    | 530,158    | 521,248    | 1,998,747        | 2,004,514                   | 401%           |

## ANNEX 2: INDICATOR PROGRESS RFI THIRD PARTY FUNDS (REFLECTED IN MONITOR)

As per USAID's instructions, third party funds indicators must reflect continuity from phase I, since these indicators are unique per program and cannot be separated during registry. The following table shows the evolution of cumulative TPF.

| Third Party Funds Indicators* |  |        |                          |                |                 |                 |                 |                        |                          |
|-------------------------------|--|--------|--------------------------|----------------|-----------------|-----------------|-----------------|------------------------|--------------------------|
| No.                           | Indicator Description                            | Unit   | LOP Cumulative 2016-2020 | Q12021         | Q22021          | Q32021          | Q42021          | Cumulative FY 21       | LOP Cumulative           |
| <b>(YI)</b>                   | Leverage Funds (YI)                              | \$ COP | <b>89,677,837,837</b>    | 1,490,367,293  | 1,938,605,584   | 1,919,985,516   | 1,885,986,376   | <b>7,234,944,769</b>   | <b>96,912,782,606</b>    |
| <b>(Ym)</b>                   | Mobilized funds (Ym)                             | \$ COP | <b>3,565,312,506,199</b> | 26,271,391,058 | 102,640,803,336 | 140,177,312,022 | 165,010,995,381 | <b>434,100,501,797</b> | <b>3,999,413,007,997</b> |
| <b>(XI)</b>                   | USAID Investments Linked To Leverage Funds (XI)  | \$ COP | <b>21,757,993,465</b>    | 729,830,855    | 122,435,638     | 393,212,291     | 167,466,155     | <b>1,412,944,939</b>   | <b>23,170,938,404</b>    |
| <b>(Xm)</b>                   | USAID investments linked to mobilized funds (Xm) | \$ COP | <b>27,661,852,040</b>    | 846,064,355    | 339,723,638     | 593,298,791     | 353,745,155     | <b>2,132,831,939</b>   | <b>29,794,683,979</b>    |

\* For Q32021 the linked to leverage corresponding to Q22021 that had not been reported is added.

## ANNEX 3: PROGRESS IN PLAN ANTIOQUIA TARGET MUNICIPALITIES

| Municipalities  | Fis   | Loans   |            | Savings |            | Insurances |            | Total   |            |
|-----------------|---|---------|------------|---------|------------|------------|------------|---------|------------|
|                 |   | Clients | Value US\$ | Clients | Value US\$ | Clients    | Value US\$ | Clients | Value US\$ |
| <b>Briceño</b>  | <b>1. Banco de Bogotá<br/>2. Microempresas de Colombia<br/>3. Tpage</b>                         | 29      | 47,976     | 28      | 8,114      | 3          | 39         | 60      | 56,129     |
| <b>Cáceres</b>  | <b>1. Banco de Bogotá<br/>2. Microempresas de Colombia<br/>3. Movii</b>                         | 28      | 34,140     | 66      | 44,132     | 12         | 192        | 106     | 78,464     |
| <b>Caucasia</b> | <b>1. Banco de Bogotá<br/>2. Banco Davivienda<br/>3. Microempresas de Colombia<br/>4. Movii</b> | 321     | 1,047,291  | 1,081   | 838,618    | 267        | 5,413      | 1,669   | 1,891,323  |



| Municipalities | Fis  | Loans        |                  | Savings      |                  | Insurances |               | Total        |                  |
|----------------|--|--------------|------------------|--------------|------------------|------------|---------------|--------------|------------------|
|                |  | Clients      | Value US\$       | Clients      | Value US\$       | Clients    | Value US\$    | Clients      | Value US\$       |
|                | 5. Tpaga<br>6. Banco Mundo Mujer   |              |                  |              |                  |            |               |              |                  |
| El Bagre       | 1. Banco de Bogotá<br>2. Microempresas de Colombia<br>3. Movii<br>4. Tpaga | 248          | 1,102,438        | 355          | 65,565           | 95         | 1,410         | 698          | 1,169,413        |
| Ituango        | 1. Banco de Bogotá<br>2. Microempresas de Colombia<br>3. Movii             | 175          | 215,553          | 195          | 75,890           | 68         | 1,006         | 438          | 292,448          |
| Nechí          | 1. Banco de Bogotá<br>2. Microempresas de Colombia<br>3. Movii             | 71           | 76,138           | 99           | 9,937            | 12         | 235           | 182          | 86,310           |
| Taraza         | 1. Banco de Bogotá<br>2. Microempresas de Colombia<br>3. Movii             | 23           | 24,334           | 98           | 32,416           | 8          | 127           | 129          | 56,876           |
| Valdivia       | 1. Banco de Bogotá<br>2. Microempresas de Colombia<br>3. Movii             | 153          | 181,352          | 163          | 33,382           | 38         | 539           | 354          | 215,273          |
| Zaragoza       | 1. Banco de Bogotá<br>2. Microempresas de Colombia<br>3. Movii<br>4. Tpaga | 122          | 182,456          | 241          | 84,322           | 133        | 3,184         | 496          | 269,962          |
|                |  | <b>1,170</b> | <b>2,911,679</b> | <b>2,326</b> | <b>1,192,376</b> | <b>636</b> | <b>12,145</b> | <b>4,132</b> | <b>4,116,200</b> |

Source: RFI

| Departamento | Municipio | Loans   |            | Savings |            | Insurances |            | Total   |            |
|--------------|-----------|---------|------------|---------|------------|------------|------------|---------|------------|
|              |           | Clients | Value US\$ | Clients | Value US\$ | Clients    | Value US\$ | Clients | Value US\$ |
| Antioquia    | Ituango   | 29      | 47,976     | 28      | 8,114      | 3          | 39         | 60      | 56,129     |
| Antioquia    | Taraza    | 28      | 34,140     | 66      | 44,132     | 12         | 192        | 106     | 78,464     |
| Antioquia    | Valdivia  | 321     | 1,047,291  | 1,081   | 838,618    | 267        | 5,413      | 1,669   | 1,891,23   |

| Departamento | Municipio | Loans        |                  | Savings      |                  | Insurances |               | Total        |                  |
|--------------|-----------|--------------|------------------|--------------|------------------|------------|---------------|--------------|------------------|
|              |           | Clients      | Value US\$       | Clients      | Value US\$       | Clients    | Value US\$    | Clients      | Value US\$       |
| Antioquia    | Briceño   | 248          | 1,102,438        | 355          | 65,565           | 95         | 1,410         | 698          | 1,169,413        |
| Antioquia    | Cáceres   | 175          | 215,553          | 195          | 75,890           | 68         | 1,006         | 438          | 292,448          |
| Antioquia    | Caucasia  | 71           | 76,138           | 99           | 9,937            | 12         | 235           | 182          | 86,310           |
| Antioquia    | El Bagre  | 23           | 24,334           | 98           | 32,416           | 8          | 127           | 129          | 56,876           |
| Antioquia    | Nechí     | 153          | 181,352          | 163          | 33,382           | 38         | 539           | 354          | 215,273          |
| Antioquia    | Zaragoza  | 122          | 182,456          | 241          | 84,322           | 133        | 3,184         | 496          | 269,962          |
|              |           | <b>1,170</b> | <b>2,911,679</b> | <b>2,326</b> | <b>1,192,376</b> | <b>636</b> | <b>12,145</b> | <b>4,132</b> | <b>4,116,200</b> |

Source: RFI

## BANKING CORRESPONDENTS CUMULATIVE TO SEPTEMBER 2021

| FI           | Type                  | Municipality             | Department         | Total      |
|--------------|-----------------------|--------------------------|--------------------|------------|
| Crezcamos    | Corresponsal Bancario | Valledupar               | Cesar              | 29         |
| Crezcamos    | Corresponsal Bancario | La paz                   | Bolívar            | 1          |
| Crezcamos    | Corresponsal Bancario | Pueblo Bello             | Cesar              | 1          |
| Crezcamos    | Corresponsal Bancario | Maria la baja            | Bolívar            | 1          |
| Crezcamos    | Corresponsal Bancario | Floridablanca            | Santander          | 14         |
| Crezcamos    | Corresponsal Bancario | San Onofre               | Sucre              | 1          |
| Crezcamos    | Corresponsal Bancario | El Carmen de Bolívar     | Bolívar            | 2          |
| Crezcamos    | Corresponsal Bancario | San Juan Nepomuceno      | Bolívar            | 1          |
| Crezcamos    | Corresponsal Bancario | Bucaramanga              | Santander          | 20         |
| Crezcamos    | Corresponsal Bancario | Los Palmitos             | Sucre              | 1          |
| Crezcamos    | Corresponsal Bancario | Girón                    | Santander          | 13         |
| Crezcamos    | Corresponsal Bancario | Manaure Balcón del Cesar | Cesar              | 1          |
| Crezcamos    | Corresponsal Bancario | Piedecuesta              | Santander          | 11         |
| Crezcamos    | Corresponsal Bancario | Ovejas                   | Sucre              | 2          |
| Crezcamos    | Corresponsal Bancario | Cartagena                | Bolívar            | 30         |
| Crezcamos    | Corresponsal Bancario | Santa Marta              | Magdalena          | 23         |
| Crezcamos    | Corresponsal Bancario | San Jacinto              | Bolívar            | 1          |
| Crezcamos    | Corresponsal Bancario | Barranquilla             | Atlántico          | 19         |
| Crezcamos    | Corresponsal Bancario | Soledad                  | Atlántico          | 5          |
| Crezcamos    | Corresponsal Bancario | Malambo                  | Atlántico          | 1          |
| Crezcamos    | Corresponsal Bancario | Ciénaga                  | Magdalena          | 4          |
| Crezcamos    | Corresponsal Bancario | Cúcuta                   | Norte de Santander | 41         |
| Crezcamos    | Corresponsal Bancario | Los Patios               | Norte de Santander | 2          |
| Crezcamos    | Corresponsal Bancario | Puerto Colombia          | Atlántico          | 1          |
| Crezcamos    | Corresponsal Bancario | Villa del Rosario        | Norte de Santander | 4          |
| Crezcamos    | Corresponsal Bancario | Tolú Viejo               | Sucre              | 3          |
| <b>Total</b> |                       |                          |                    | <b>232</b> |

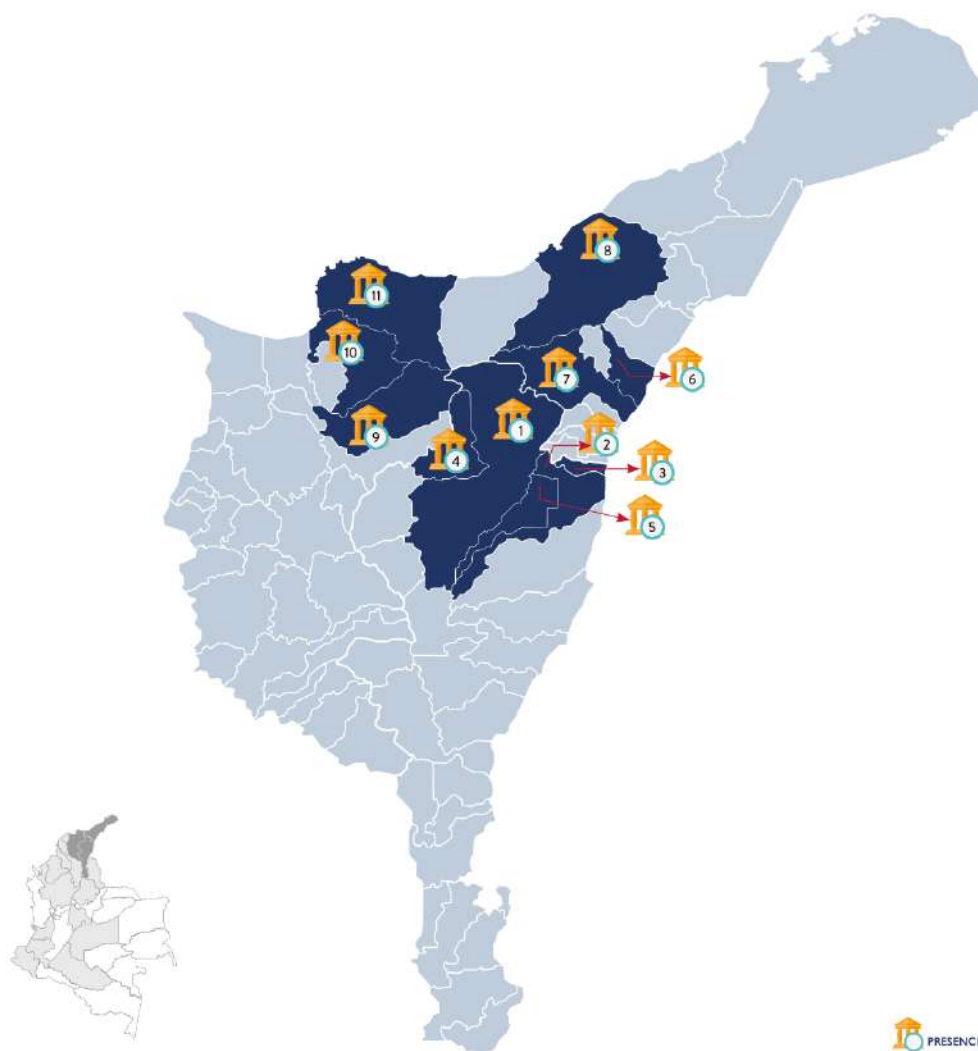
**ANNEX 4: ECONOMIC CORRIDORS**

|                                |        |
|--------------------------------|--------|
| Cobertura Geográfica Entidades | Tumaco |
|--------------------------------|--------|



 PRESENCIA ENTIDADES FINANCIERAS

|   | <table border="1"> <thead> <tr> <th style="background-color: #c00000; color: white;">Num.</th> <th style="background-color: #c00000; color: white;">Municipio</th> <th style="background-color: #c00000; color: white;">Banco de Bogotá</th> <th style="background-color: #c00000; color: white;">Davivienda</th> <th style="background-color: #c00000; color: white;">Total</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Tumaco</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">5</td> </tr> </tbody> </table> | Num.            | Municipio  | Banco de Bogotá | Davivienda | Total | 1 | Tumaco | 2 | 3 | 5 |
|---|---|-----------------|------------|-----------------|------------|-------|---|--------|---|---|---|
| Num.  | Municipio   | Banco de Bogotá | Davivienda | Total           |            |       |   |        |   |   |   |
| 1   | Tumaco  | 2               | 3          | 5               |            |       |   |        |   |   |   |



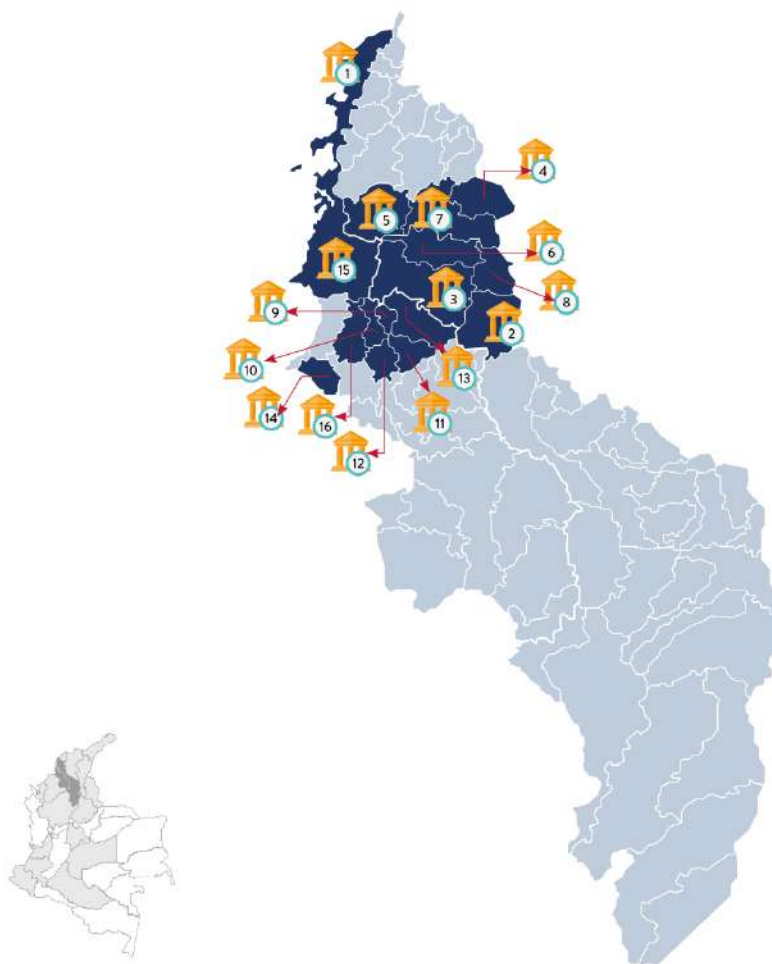
Banco de Bogotá



Mundo Mujer



| Núm. | Municipio                 | Banco de Bogotá | Davivienda | Banco Mundo Mujer | Crezcamos | Total |
|------|---------------------------|-----------------|------------|-------------------|-----------|-------|
| 1    | Valledupar                | 2               | 3          | 2                 | 3         | 10    |
| 2    | La Paz                    | 1               | 2          | 1                 | 3         | 7     |
| 3    | Manauare Balcón del Cesar | 1               | 2          | 1                 | 2         | 6     |
| 4    | Pueblo Bello              | 1               | 2          | 1                 | 2         | 6     |
| 5    | San Diego                 | 1               | 2          | 0                 | 2         | 5     |
| 6    | Fonseca                   | 2               | 2          | 1                 | 2         | 7     |
| 7    | San Juan del Cesar        | 2               | 3          | 2                 | 2         | 9     |
| 8    | Riohacha                  | 2               | 3          | 2                 | 2         | 9     |
| 9    | Aracataca                 | 1               | 2          | 2                 | 3         | 8     |
| 10   | Ciénaga                   | 2               | 3          | 2                 | 3         | 10    |
| 11   | Santa Marta               | 2               | 3          | 2                 | 3         | 10    |



PRESENCIA ENTIDADES FINANCIERAS

Banco de Bogotá

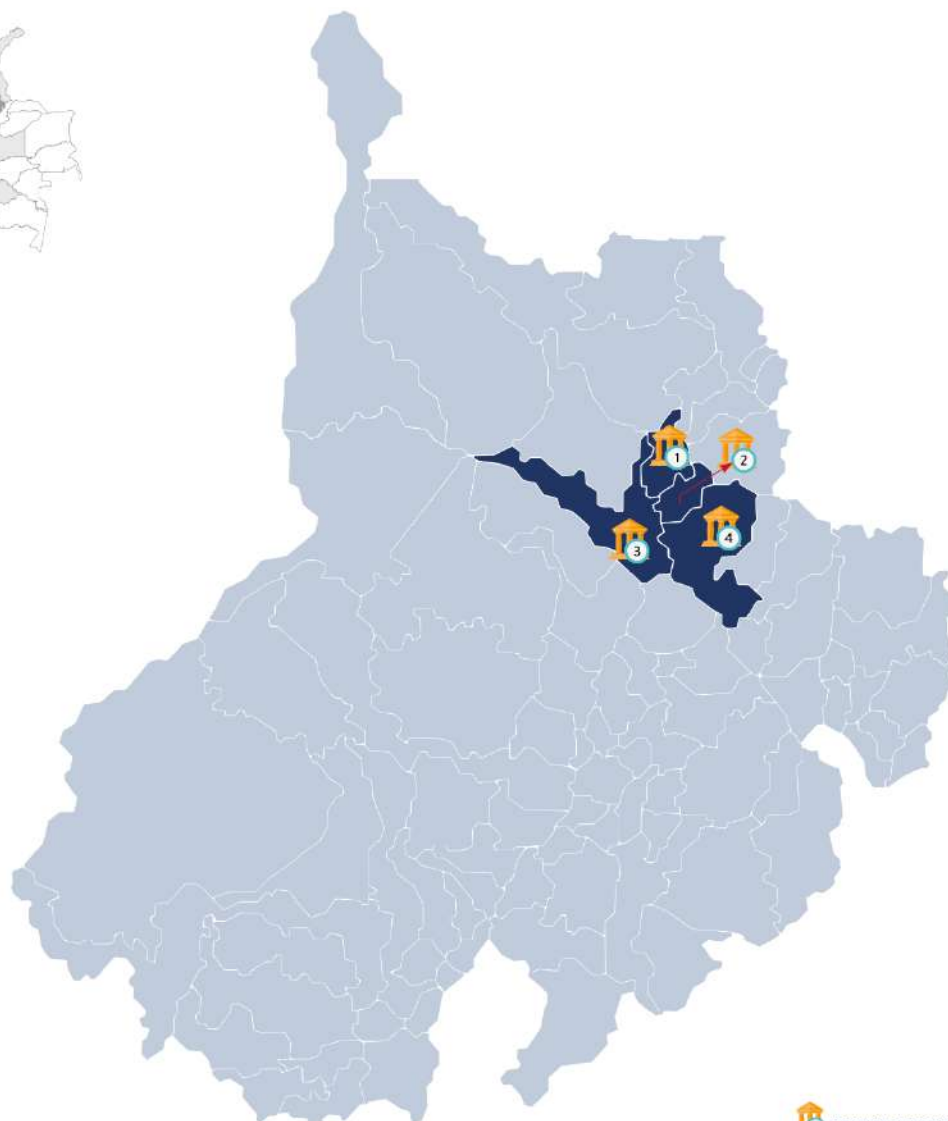
DAVIVIENDA

Mundo Mujer  
El Banco de la Comunidad

crecamos

| Núm. | Municipio            | Banco de Bogotá | Davivienda | Banco Mundo Mujer | Crecamos | Total |
|------|----------------------|-----------------|------------|-------------------|----------|-------|
| 1    | Cartagena            | 2               | 3          | 2                 | 3        | 10    |
| 2    | Córdoba              | 1               | 1          | 0                 | 1        | 3     |
| 3    | El Carmen de Bolívar | 2               | 3          | 2                 | 3        | 10    |
| 4    | El Guamo             | 1               | 2          | 1                 | 1        | 5     |
| 5    | María la Baja        | 1               | 1          | 0                 | 3        | 5     |
| 6    | San Jacinto          | 1               | 2          | 1                 | 3        | 7     |
| 7    | San Juan Nepomuceno  | 1               | 2          | 1                 | 3        | 7     |
| 8    | Zambrano             | 1               | 1          | 0                 | 2        | 4     |
| 9    | Chalán               | 1               | 2          | 1                 | 2        | 6     |
| 10   | Colosó               | 1               | 2          | 1                 | 2        | 6     |
| 11   | Los Palmitos         | 1               | 2          | 1                 | 2        | 6     |
| 12   | Morroa               | 1               | 2          | 1                 | 2        | 6     |
| 13   | Ovejas               | 1               | 2          | 1                 | 2        | 6     |
| 14   | Palmito              | 1               | 0          | 1                 | 2        | 4     |
| 15   | San Onofre           | 1               | 2          | 2                 | 3        | 8     |
| 16   | Tolúviejo            | 1               | 2          | 1                 | 2        | 6     |

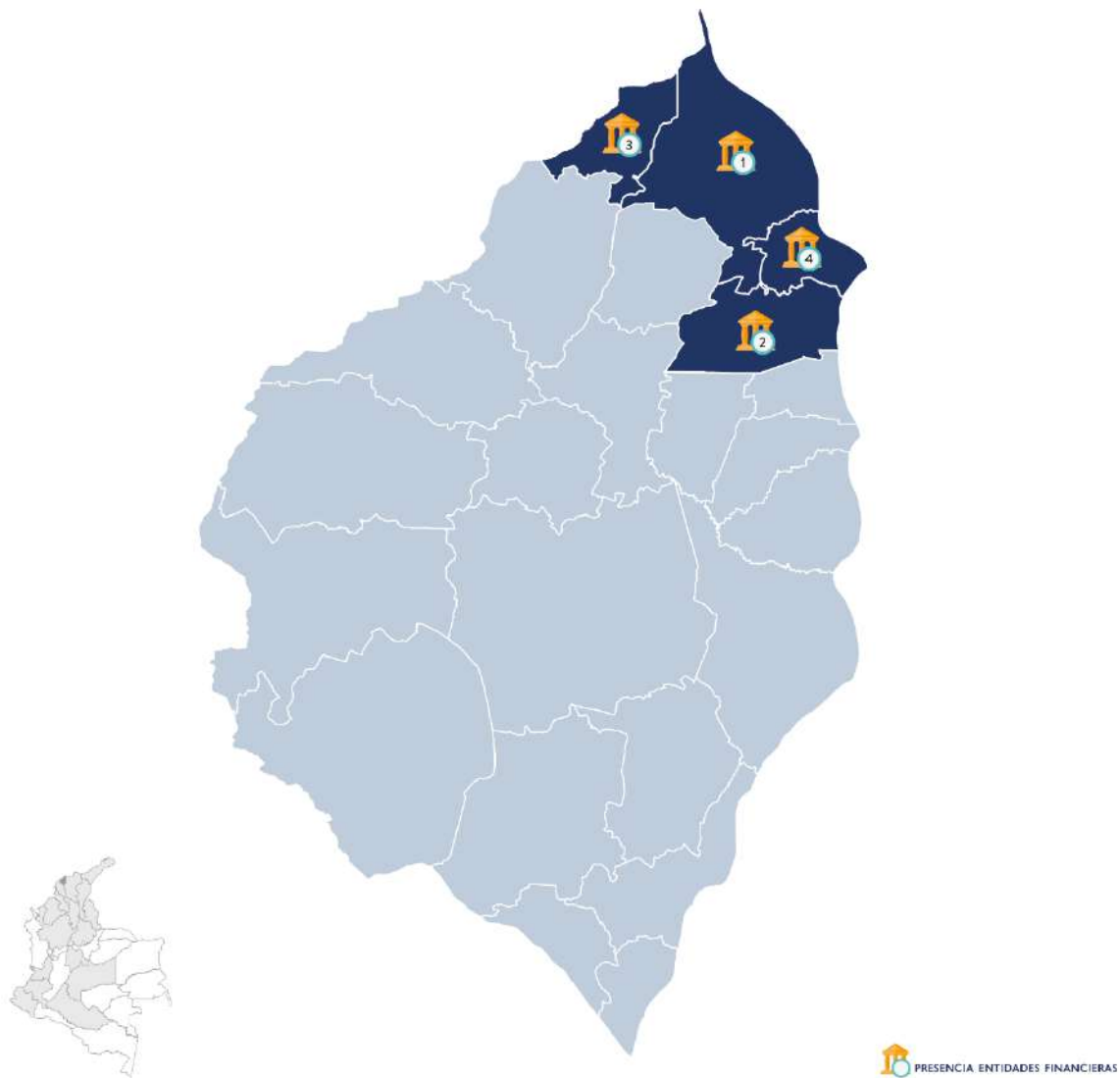




 PRESENCIA ENTIDADES FINANCIERAS

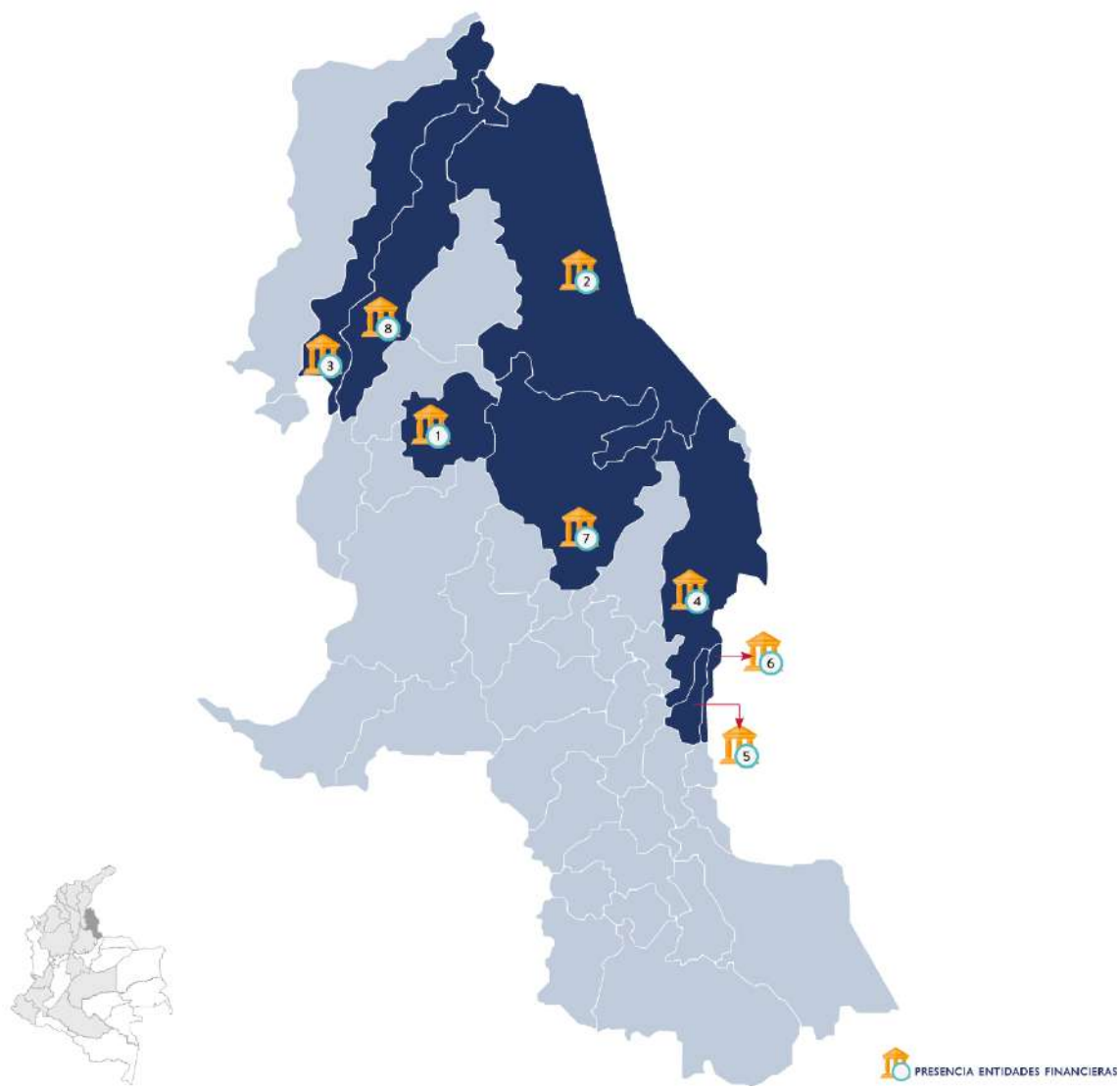
| Núm. | Municipio     | Banco de Bogotá | Davivienda | Banco Mundo Mujer | Crezcamos | Total |
|------|---------------|-----------------|------------|-------------------|-----------|-------|
| 1    | Bucaramanga   | 3               | 3          | 2                 | 1         | 9     |
| 2    | Floridablanca | 3               | 3          | 2                 | 1         | 9     |
| 3    | Girón         | 3               | 3          | 2                 | 1         | 9     |
| 4    | Pedecuesta    | 3               | 3          | 2                 | 1         | 9     |



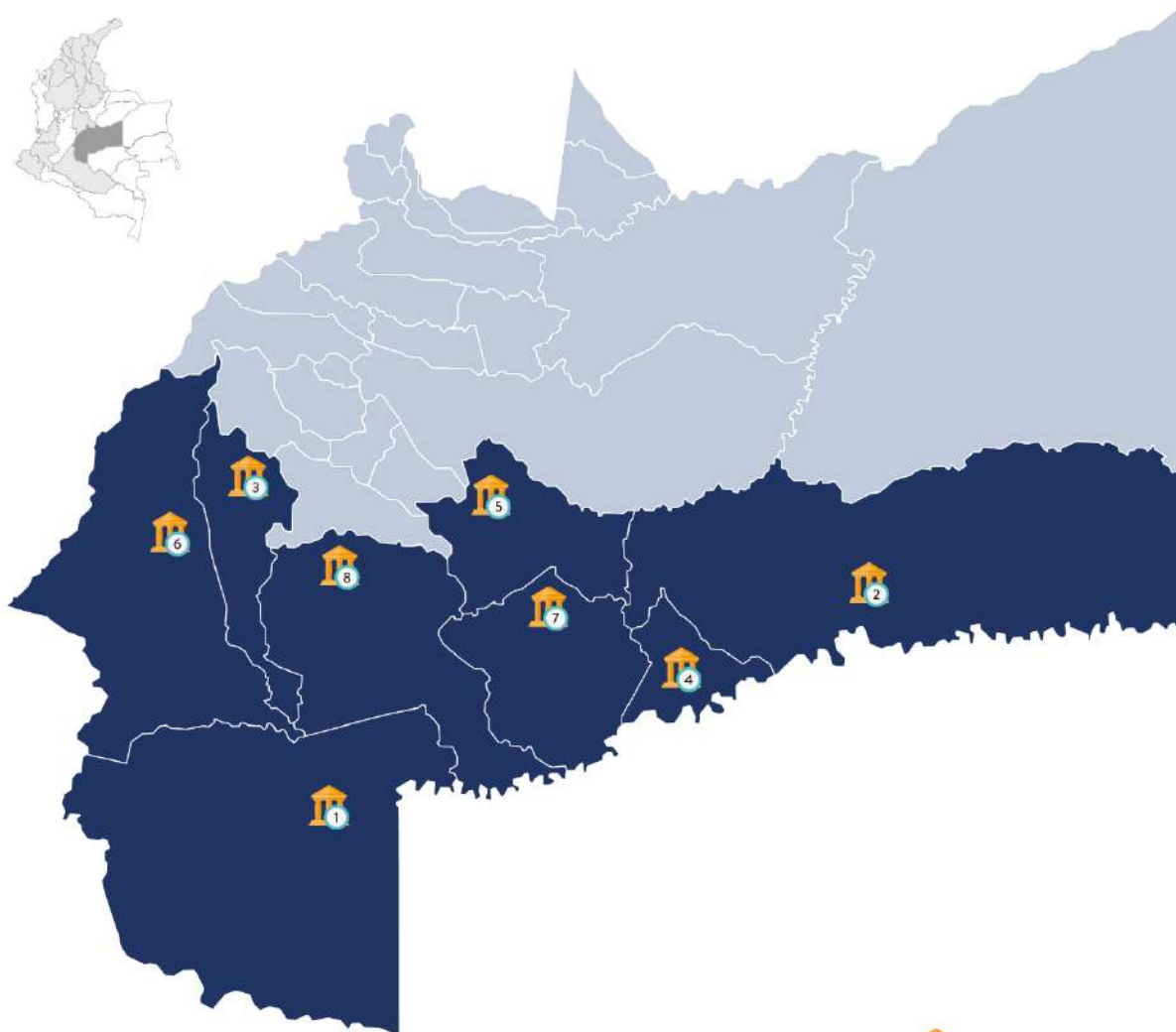


| Núm. | Municipio       | Banco de Bogotá | Davivienda | Banco Mundo Mujer | Crezcamos | Total |
|------|-----------------|-----------------|------------|-------------------|-----------|-------|
| 1    | Barranquilla    | 2               | 3          | 2                 | 2         | 9     |
| 2    | Malambo         | 2               | 3          | 2                 | 1         | 8     |
| 3    | Puerto Colombia | 2               | 2          | 1                 | 1         | 6     |
| 4    | Soledad         | 2               | 3          | 2                 | 1         | 8     |





| Núm. | Municipio         | Banco de Bogotá | Davivienda | Banco Mundo Mujer | Total |
|------|-------------------|-----------------|------------|-------------------|-------|
| 1    | Hacarí            | 2               | 2          | 1                 | 5     |
| 2    | Tibú              | 3               | 2          | 1                 | 6     |
| 3    | Convención        | 2               | 2          | 1                 | 5     |
| 4    | Cúcuta            | 3               | 3          | 1                 | 7     |
| 5    | Los Patios        | 3               | 2          | 1                 | 6     |
| 6    | Villa del Rosario | 3               | 2          | 1                 | 6     |
| 7    | Sandinata         | 3               | 2          | 1                 | 6     |
| 8    | Teorama           | 2               | 2          | 1                 | 5     |



 PRESENCIA ENTIDADES FINANCIERAS

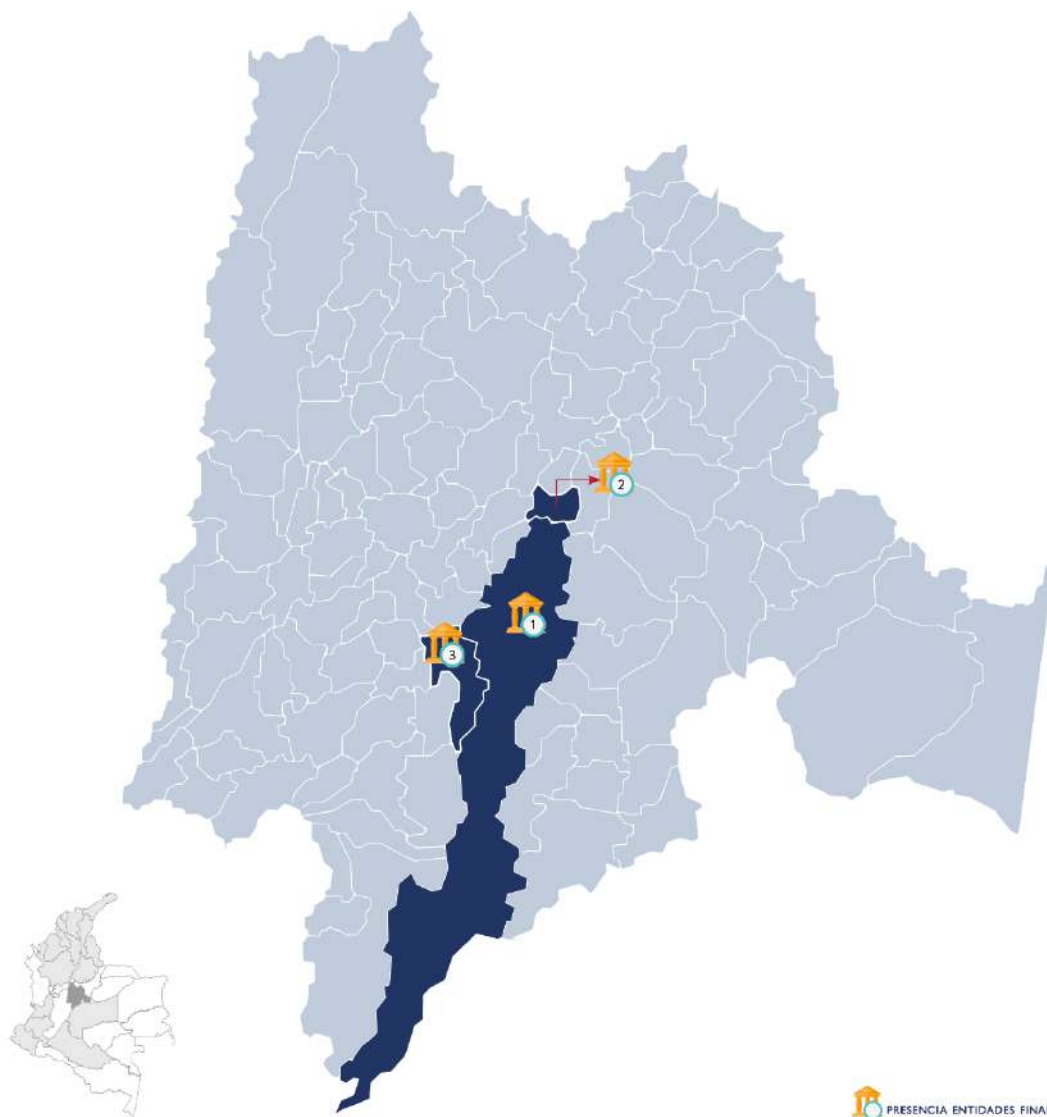
Banco de Bogotá



Mundo Mujer



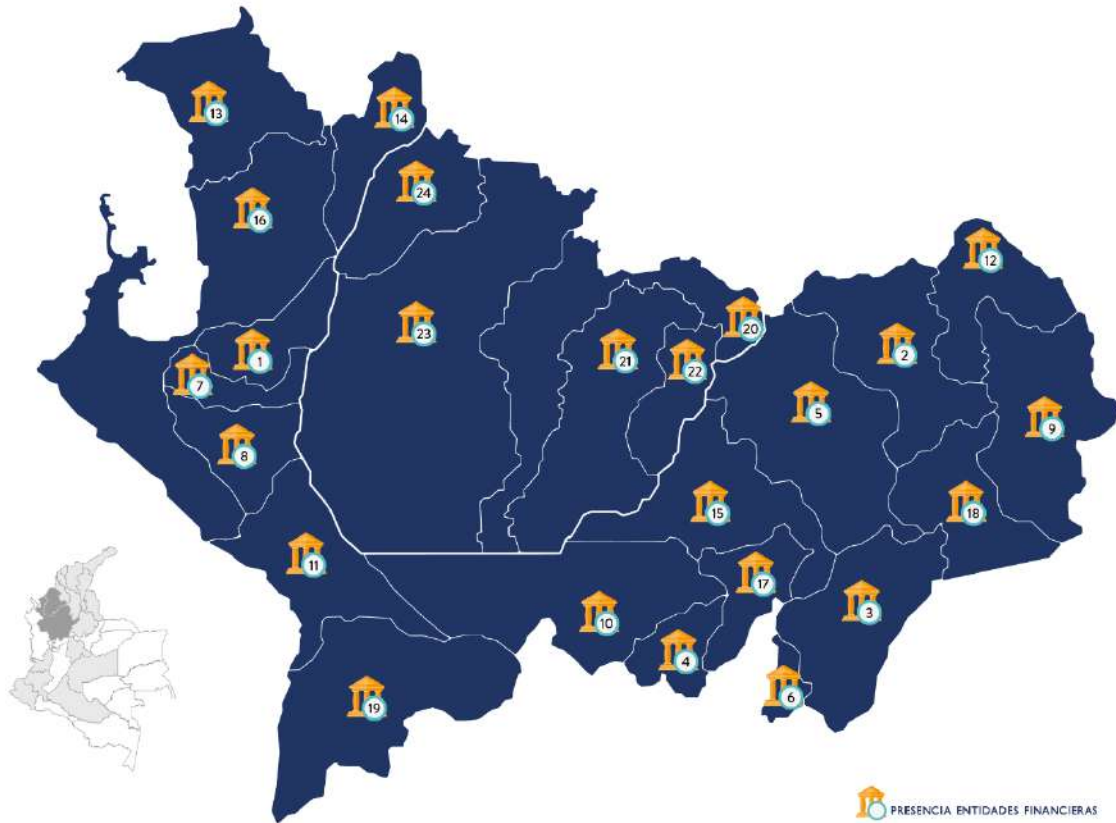
| Núm. | Municipio        | Banco de Bogotá | Davivienda | Banco Mundo Mujer | Congente | Total |
|------|------------------|-----------------|------------|-------------------|----------|-------|
| 1    | La Macarena      | 2               | 2          | 1                 | 1        | 6     |
| 2    | Mapipán          | 2               | 2          | 1                 | 0        | 5     |
| 3    | Mesetas          | 2               | 2          | 1                 | 1        | 6     |
| 4    | Puerto Concordia | 2               | 2          | 1                 | 0        | 5     |
| 5    | Puerto Lleras    | 2               | 2          | 1                 | 1        | 6     |
| 6    | Uribe            | 2               | 2          | 1                 | 1        | 6     |
| 7    | Puerto Rico      | 2               | 2          | 1                 | 1        | 6     |
| 8    | Vistahermosa     | 2               | 2          | 1                 | 1        | 6     |



 PRESENCIA ENTIDADES FINANCIERAS

| Núm. | Municipio | Banco de Bogotá | Daviyenda | Banco Mundo Mujer | Crezcamos | Congente | Total |
|------|-----------|-----------------|-----------|-------------------|-----------|----------|-------|
| 1    | Bogotá    | 3               | 3         | 2                 | 1         | 1        | 10    |
| 2    | Chía      | 3               | 3         | 2                 | 0         | 0        | 8     |
| 3    | Soacha    | 3               | 3         | 2                 | 0         | 0        | 8     |



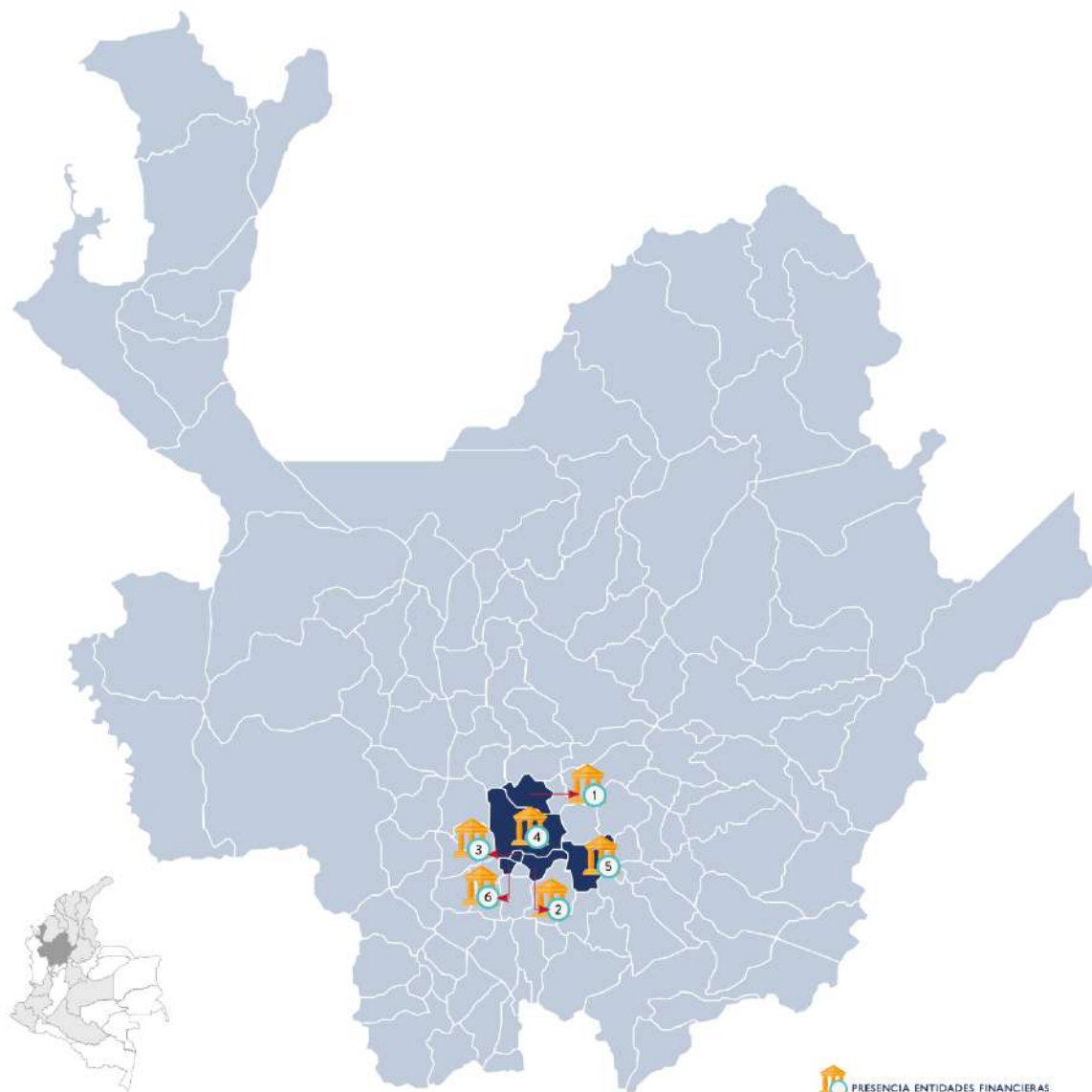


PRESENCIA ENTIDADES FINANCIERAS



| Núm. | Municipio          | Banco de Bogotá | Davivienda | Microempresas de Colombia | Total |
|------|--------------------|-----------------|------------|---------------------------|-------|
| 1    | Apartadó           | 3               | 3          | 3                         | 9     |
| 2    | Caucasia           | 3               | 3          | 3                         | 9     |
| 3    | Anorí              | 3               | 1          | 2                         | 6     |
| 4    | Briceno            | 2               | 1          | 2                         | 5     |
| 5    | Cáceres            | 2               | 1          | 2                         | 5     |
| 6    | Campamento         | 2               | 1          | 2                         | 5     |
| 7    | Carepa             | 3               | 2          | 2                         | 7     |
| 8    | Chigorodó          | 3               | 2          | 2                         | 7     |
| 9    | El Bague           | 2               | 1          | 3                         | 6     |
| 10   | Ituango            | 2               | 1          | 3                         | 6     |
| 11   | Mutacá             | 3               | 2          | 2                         | 7     |
| 12   | Nechí              | 2               | 2          | 2                         | 6     |
| 13   | Necoclí            | 3               | 2          | 2                         | 7     |
| 14   | San Pedro de Urabá | 3               | 1          | 3                         | 7     |
| 15   | Tirrazá            | 2               | 2          | 2                         | 6     |
| 16   | Turbo              | 3               | 2          | 2                         | 7     |
| 17   | Valdivia           | 2               | 2          | 2                         | 6     |
| 18   | Zaragoza           | 2               | 1          | 2                         | 5     |
| 19   | Dabeiba            | 3               | 1          | 2                         | 6     |
| 20   | Montelíbano        | 3               | 2          | 3                         | 8     |
| 21   | Puerto Libertador  | 3               | 2          | 2                         | 7     |
| 22   | San José de Uré    | 2               | 1          | 2                         | 5     |
| 23   | Tierralta          | 3               | 2          | 2                         | 7     |
| 24   | Valencia           | 3               | 2          | 2                         | 7     |





PRESENCIA ENTIDADES FINANCIERAS

| Núm. | Municipio | Banco de Bogotá | Davivienda | Microempresas de Colombia | Total |
|------|-----------|-----------------|------------|---------------------------|-------|
| 1    | Bello     | 3               | 3          | 3                         | 9     |
| 2    | Envigado  | 3               | 3          | 2                         | 8     |
| 3    | Itagüí    | 3               | 3          | 3                         | 9     |
| 4    | Medellín  | 3               | 3          | 3                         | 9     |
| 5    | Rionegro  | 3               | 3          | 3                         | 9     |
| 6    | Sabaneta  | 3               | 3          | 2                         | 8     |



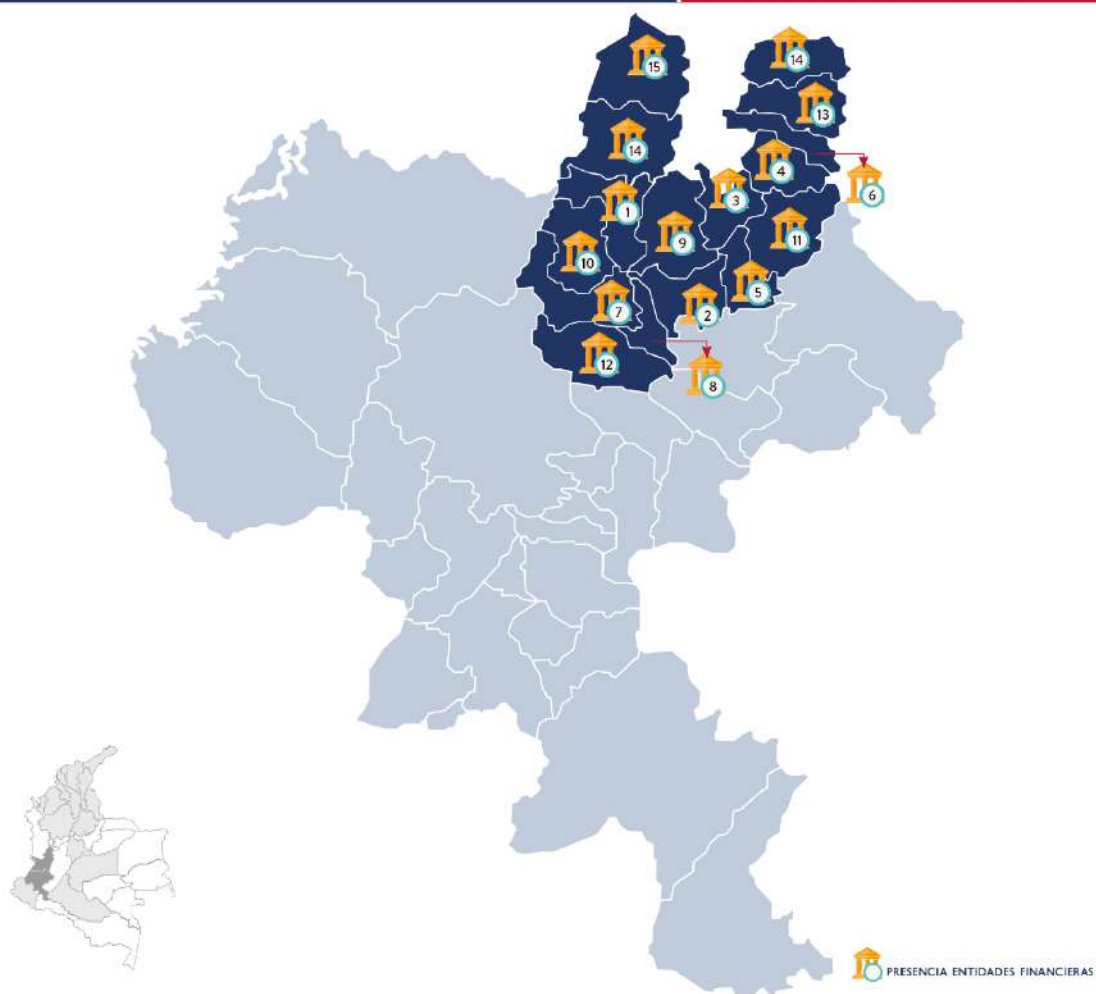
PRESENCIA ENTIDADES FINANCIERAS

Banco de Bogotá



Mundo Mujer  
El Banco de la Compañera

| Núm. | Municipio              | Banco de Bogotá | Davivienda | Banco Mundo Mujer | Total |
|------|------------------------|-----------------|------------|-------------------|-------|
| 1    | El Doncello            | 3               | 2          | 1                 | 6     |
| 2    | El Paujil              | 2               | 2          | 1                 | 5     |
| 3    | La Montanita           | 2               | 2          | 1                 | 5     |
| 4    | Puerto Rico            | 3               | 2          | 1                 | 6     |
| 5    | San José del Fragua    | 2               | 2          | 1                 | 5     |
| 6    | San Vicente del Caguán | 3               | 2          | 1                 | 6     |
| 7    | Morelia                | 2               | 2          | 1                 | 5     |
| 8    | Albania                | 2               | 2          | 1                 | 5     |
| 9    | Belén de los Andaquíes | 2               | 2          | 1                 | 5     |
| 10   | Cartagena del Chairá   | 2               | 2          | 1                 | 5     |
| 11   | Cunillo                | 2               | 2          | 1                 | 5     |
| 12   | Florencia              | 3               | 3          | 2                 | 8     |
| 13   | Milán                  | 2               | 2          | 1                 | 5     |
| 14   | Solano                 | 2               | 1          | 1                 | 4     |
| 15   | Solita                 | 2               | 2          | 1                 | 5     |
| 16   | Valparaiso             | 2               | 2          | 1                 | 5     |



| Núm. | Municipio              | Banco de Bogotá | Davivienda | Banco Mundo Mujer | Total |
|------|------------------------|-----------------|------------|-------------------|-------|
| 1    | Buenos Aires           | 2               | 1          | 1                 | 4     |
| 2    | Caldono                | 2               | 2          | 1                 | 5     |
| 3    | Caloto                 | 2               | 2          | 1                 | 5     |
| 4    | Corinto                | 2               | 2          | 1                 | 5     |
| 5    | Jambaló                | 2               | 1          | 0                 | 3     |
| 6    | Miranda                | 2               | 2          | 1                 | 5     |
| 7    | Morales                | 2               | 2          | 1                 | 5     |
| 8    | Piendamó               | 2               | 2          | 2                 | 6     |
| 9    | Santander de Quilichao | 3               | 3          | 2                 | 8     |
| 10   | Suárez                 | 2               | 2          | 1                 | 5     |
| 11   | Toribío                | 2               | 2          | 1                 | 5     |
| 12   | Cajibío                | 2               | 2          | 1                 | 5     |
| 13   | Florida                | 3               | 2          | 2                 | 7     |
| 14   | Pradera                | 2               | 2          | 1                 | 5     |
| 15   | Jamundí                | 3               | 3          | 2                 | 8     |
| 16   | Cali                   | 3               | 3          | 2                 | 8     |

## ANNEX 5: SUCCESS STORY

### A Venezuelan migrant, closer to fulfilling her dreams thanks to USAID's Local Savings Group



**Picture 11.** Milexi del Valle Piña is a Venezuelan migrant who has saved and accessed financial transactions thanks to the methodology of the Local Savings Groups.

Milexi del Valle Piña Álvarez, a native of Cabimas, in the state of Zulia in Venezuela, came to Colombia without her husband and children, to try her luck. "A cousin put me up. I worked three months selling coffee in the streets of Riohacha, Guajira, and since we were merchants in my country, we had a grocery store and a boutique, so I decided to bring some of that merchandise, clothes, and perfumes, to sell here. With the money collected, I returned to Venezuela for my husband and children to migrate to Colombia," she said.

When Milexi returned to Riohacha, she had already saved a modest amount for the first month's rent for her and her family, knowing that her cousin could not receive her and the other members of her family again for fear of eviction. During the first few days after their second arrival, they had to sleep on the street until they found a house where they paid rent daily. Later they found a place they could afford, where they still live.

Milexi resumed selling coffee in the mornings and afternoons. Her husband prepared the coffee as early as 4:30 a.m. Walking the streets, she met both friendly and difficult people. One day, through a Venezuelan friend, she learned about the Asociación Salto Ángel. She started doing volunteer work. Sometime later, she became a community leader and learned about the Local Savings Groups (GAL) methodology, promoted by the United States Agency for International Development (USAID).

"When I heard the word 'savings,' it immediately drew me to participate. In Venezuela I had credit, that helped me to have my own house, car, and business. I saw an open door in the GALs, an alternative to achieve a better quality of life and have a savings account with a formal entity that would give me a credit history in Colombia. When I started with the methodology, I liked everything especially the idea of promoting our own entrepreneurship," says Milexi.

Milexi's goal was to open a store. She is still working to achieve that goal and has already successfully saved COP\$710,000 (US\$185) in the group. She acquired a used refrigerator in good condition, which she needed to sell ice, which is her new business. In addition, because she gained access to MOVii through the GAL methodology, Milexi now manages another mobile app for completing bank transactions such as withdrawals and payments. From MOVii, she recharges that mobile app and receives a percentage commission for each transaction. Milexi also helps others to get the government's solidarity income subsidy via MOVii.

Lastly, Milexi says: "The truth is that these were difficult times, but like a warrior I learned to overcome the obstacles, and now my goal is to save to buy a lot and start building our house. My three years as a migrant in Colombia have been fulfilling. One of the things I am most passionate about is my role as a leader for the Venezuelan community through the Asociación Salto Ángel where I can see my compatriots smile."

Thanks to the Local Savings Groups methodology, promoted by USAID, Milexi gained access to the Colombian financial system and achieved a better quality of life through savings and financial education.