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MESSAGE FROM THE CHAIRPERSON OF THE BOARD OF DIRECTORS

2015 was a year witnessing many major anniversaries of our country generally and the Vietnam Women's Union (VWU) specifically. To encourage women striving for higher achievements, the VWU Central Committee launched a special emulation named "Vietnamese Women actively help each other to build happy families of 5 Withouts and 3 Cleans^(*), join together to develop the New Countryside and Modern Cities". Right after the launch, the Women's Unions of all provinces/cities across the country actively and timely implemented the program in various and creative forms and achieved many practical results. The activities to support women in economic development and poverty reduction continued to be a main focus during the year.

The VWU members mobilized funds for construction and repair of over 3,000 Subsidized Houses for women with extreme difficulties, gave thousands of scholarships for poor students, provided vocational training for more than 160,000 female workers, and provided hundreds of thousands of poor women with loans for production and development, thus contributing to poverty reduction for over 100,000 households. The Women's Unions at all levels actively participated in the prevention of domestic violence; for example, proposing local authorities to establish more than 30,000 emergency facilities for women, consulting over 10,000 women and children who were subjected to violence, continuing to operate the Peace



Mrs. Nguyen Thi Thanh Hoa
Member of Central Committee
Communist Party of Vietnam
President of Vietnam Women's Union
Chairperson of Board of Directors of TYM

^(*) "Families of 5 Withouts and 3 Cleans" was the nationwide emulation launched by the VWU. "5 Withouts" means no poverty, no social evils, no domestic violence, no man-ultritious children and children drop out from school, no third child and beyond. "3 Cleans" means clean house, clean kitchen and clean lane.



Mrs. Ta Thi Trang, Center 21, My Loc Branch, Nam Dinh Province availed economic development loans for chrysanthemum plantation. She was one among four members of TYM recognized as a typical microfinance entrepreneur under the 2015 Citi - Vietnam Microentrepreneurship Awards (CMA 2015)

House, etc. Several models of environmental protection “clean and green roads”, “self - managed roads”, “green fences”, etc. were continued and expanded.

With many new and creative ways for membership mobilization at all levels, and innovation in its activities with realistic and attractive contents, the VWU by now has attracted over 15.5 million members, reaching 74.5% of the all women aged 18 and above in Vietnam.

In 2015, following the political tasks of VWU in supporting women in economic development and poverty alleviation, Tinh Thuong Microfinance institution (TYM) gained many outstanding achievements. Namely:

TYM expanded to 3 new districts, increasing the total number of its coverage to 55 districts/towns in 12 provinces/cities, and provided loans to 113,987 women members with an outstanding balance of VND 863 billion (USD 38.7 million). In particular, during the year, TYM assisted more than 2,400 poor women (as defined by the standards of the Government) to avail policy loans with a preferential interest rate. In addition to loans, TYM provided savings products for all members and around 4,000 public clients. The savings balance reached VND 561 billion (USD 25.1 million), increasing VND 158 billion (USD 7.1 million) over 2014.

Especially, in recent years, TYM has kept on working closely with WUs at all levels to achieve two important goals - to improve the quality of VWU's activities and at the same time enhance the effectiveness of TYM's operations. Through weekly/monthly center meetings, the WU not only communicated their regulations, policies, and movements to members but also listened to their voice and concerns. Their skills were also improved because they were appointed to manage all activities of TYM's centers. The effective coordination has contributed to improving the quality of the WU's activities at the grassroots levels.

A highlight of TYM's operations during last year was the capacity building and community support. TYM organized 62 classes for more than 3,000 women members on intensive cultivation and breeding techniques, experience sharing talks, communication sessions on gender and gender equality, etc. Thanks to the collaboration between TYM's resources and WU's experience, all the activities were carried out effectively and practically. 6,000 core members were trained in financial education so that they could improve their expenditure management skills in domestic as well as production and business activities. Many community, social and charity programs were also promoted; for example, free medical care for 5,000 women, construction and delivery of 12 Subsidized Houses, thus increasing the total number of Subsidized Houses to 55; scholarships for 33 children of poor members; gifts for 315 students with good academic performance; financial support for 14 rural works as clinics, schools under the "Development of New Countryside" program, organization of 17 study tours to typical economic models; business development support; literacy classes for members and many others.

The above outstanding activities of TYM have contributed significantly to the general success of VWU in protecting the legitimate rights and benefits of women, as well as helping women and their families to develop livelihood, improve capacity and awareness, better living standards and to improve their role in society.

2016 will see many important events of the country including Women Congresses at all levels in preparation for the XIIth National Women's Congress. In the emulation of the whole country to make achievements in honor of the XIIth National Party Congress, and in implementing the agreed plans and objectives, the VWU's Presidium and TYM's Board of Directors believe that TYM - based on its achievements - will successfully implement its 2016 action plan contributing to the general success of the Resolution of the XIth National Women's Congress.

CHAIRPERSON OF THE BOARD OF DIRECTORS



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VISION

To become a leading micro-finance institution of Vietnam, providing best financial services to low-income individuals and their families, with particular focus on poor and disadvantaged women.



Mrs. Dinh Thi Mai, Center 24, Transaction Office No.02, Viet Tri Branch, Phu Tho, borrowed from TYM for breeding cows and planting tea

MISSION

To improve the living quality of low-income women and their families, especially poor women by providing financial and non-financial services, creating favorable conditions for their involvement in business activities and enhancing their role in society.



4 TYM's members were recognized as "typical microfinance entrepreneur" under the Citi Vietnam Microentrepreneurship Awards - CMA 2015. They included Mrs. Ta Thi Trang (My Loc, Nam Dinh), Le Thi Nhung (Nghị Loc, Nghe An), Nguyen Thi An (Hung Nguyen, Nghe An), Nguyen Thi Phuong Thanh (Phuc Yen, Vinh Phuc) (holding certificates from left to right)

TARGET GROUPS

Borrowing members:

Individuals aged between 18 and 65 belonging to one of the following three groups:

- Poor households (in accordance with Government's regulations)
- Low-income individuals and their families with income per capita per month under the average income per capita per month reported by the Government
- Microenterprises

Other target groups:

Individuals and organizations wishing to use other services of TYM, excluding loan and family mutual assistance products.



Members of Center 2, Bach Tru Hamlet, Tien Thang Commune, Me Linh Branch, Ha Noi

5 HIGHLIGHTS OF 2015

1. Exceeded the target of member and client development. By the end of 2015, TYM had 117,735 members/clients, reaching 100.5% in comparison with the planned target. This success was the result of efforts of all TYM staff, particularly the close leadership of the Board of Directors and the Management Board. In the last year, many policies have been improved. Particularly, thanks to the membership expansion movement, many women have joined both VWU and TYM.



Mrs. Nguyen Thi Thanh, Center 43, Phuc Yen branch, Vinh Phuc with fruit planting project

2. Granted with a Merit Certificate by the Central VWU for the successful completion of its tasks for 5 years (2010-2015) after being officially licensed. This was a recognition of TYM's efforts in accomplishing political missions entrusted by VWU. In the past 5 years, TYM has not only built and developed its organization in terms of both scale and quality, but also promoted a strong coordination between local WUs and all TYM branches. As a result, over the last 5 years TYM has disbursed VND 1,105 thousand billion (USD 49,551.5 billion) for 620,646 women, contributed to the effectiveness of VWU's activities as well as the further development of VWU.



Mrs. Hoang Thi Ai Nchien, Permanent Vice President of the Vietnam Women's Union awarded the Certificate of Merit to Ms. Duong Thi Ngoc Linh, TYM's General Director at the Exemplary Conference 2015



The winning photo in the SEEP photo contest for microfinance institutions



Mrs. Dang Thi Vinh, technical officer, Nghi Loc Branch, Nghe An Province was recognized as the top Asia - Pacific Field Officer

3 ■ **Awarded with numerous national and international prizes.** TYM was the winner in the photo contest for MFIs hold by the Small Enterprise Education and Promotion Network (the SEEP Network) in 2015. That photo reflected the meaning of savings for poor women in particular and poor people in general. It is part of TYM's efforts to change the belief that "the poor can not save". Also, two officers of TYM, Mrs. Nguyen Thi Hang (Y Yen Branch, Nam Dinh Province) and Mrs. Dang Thi Vinh (Nghi Loc Branch, Nghe An Province) were recognized as the top Asia - Pacific Field Officer in 2014 and 2015 respectively under the Field Officer Appreciation hold by Whole Planet Foundation. TYM's member, Mrs. Duong Thi Tuyet (Y Yen Branch, Nam Dinh Province) was named a typical example during the 9th National Patriotic Emulation Congress. Four other members won the 2015 Citi - Vietnam Microentrepreneurship Awards (CMA 2015).



Typical micro entrepreneurs at the CMA 2015 Ceremony, December 2015

4. Organized successfully the 1st Sports Contest.

The event brought together over 120 athletes on 16 teams of TYM's Head Office and 19 branches, participating in 4 sports including Relay Running, Tug of War, Badminton and Mini Football. The sports event provided a useful and fun experience for TYM's staff and contributed to improving their health, promoting their team spirit, and strengthening the



TYM successfully organized a sports contest for the first time, Oct.2015

close-knit solidarity. It also helped to spread the sporting spirit to all TYM staff so that each of them would be not only a good, dedicated and innovative professional, but also in good health to support women as well as to take care and build up their own prosperous and happy family.

5. TYM's image spread out further and attracted many organizations.

Being a typical microfinance model of the VWU and a leading institution in the microfinance industry in Vietnam, TYM has attracted many domestic and foreign delegations, who came to visit and learn from TYM's experience in microfinance. In 2015, TYM was honored to welcome at its Head Office and in the field numerous



Mrs. Nguyen Thi Thanh Hoa, President of Vietnam Women's Union and Mrs. Victoria Kwakma, Director of World Bank Vietnam visited a TYM member in Y Yen district, Nam Dinh province in June, 2015

senior delegations such as the European Parliament Delegation, the Delegation of the Forum for Women, Peace and Development, the Director of the World Bank (WB) in Vietnam and the President of VWU. Thus TYM had a chance to share its experiences and achievements, enhance its image, as well as spread out the meaningful impacts of microfinance to the community.

OPERATIONAL RESULTS OF 2015

* SUPPORTING MEMBERS TO DEVELOP THEIR ECONOMIES, ENHANCE THEIR ROLE AND ALLEVIATE POVERTY

1. Credit - Diversified and Preeminent

In 2015, TYM continuously provided a variety of loans including policy, economic development, consumption, housing loans and a new product named "MSE loan".

From 2013 to now, TYM has maintained the policy loan for poor households as prescribed by the Government at the preferential interest rate of 5% p.a. Thanks to that, many poor households were able to access capital for the development of their production and business activities, contributing to improve their family's economic conditions.

During the year, TYM has constantly adjusted and improved its products to meet the demands of members such as increasing loan size, reducing interest rates, adjusting loan terms, etc.



TYM's member, Mrs. Vo Thi Hong, Center 5, Do Luong Branch, Nghe An Province received a loan for economic development



TYM's members repay principal and interest at centers/transaction points located in their own villages or communes.

In line with Government regulations, TYM applied priority policies for the members who have a sound and healthy financial situation, availing loans to invest in agricultural, rural or industrial development sectors. Additionally, TYM has kept on reaching vulnerable clients such as single women, ethnic minorities, HIV/AIDS infected/influenced women, etc.

Especially, after the good results of the "MSE loan" pilot test in the Branch office of Phuc Yen (Vinh Phuc) and Transaction Office No.1 of Kim Dong Branch (Hung Yen), TYM decided to expand the pilot period to the remaining areas of the two above branches in the end of 2015. This product is applied to both existing members and new clients who have micro enterprise models. The loan size ranges from VND 31 million to 100 million (USD 1,390.13 - USD 4,484.3). For amounts of VND 50 million and less, clients are not required to provide collateral; lending procedures are also easy and simple.

As of December 2015, TYM accessed 117,735 women with total loans disbursed of VND 1,653 billion (USD 74.1 million) and an outstanding amount of VND 863 billion. The repayment rate was maintained at 99.99%. Among them, there were 2,431 poor (according to Government criteria) or vulnerable members, accounting for 2% of the total number of clients.

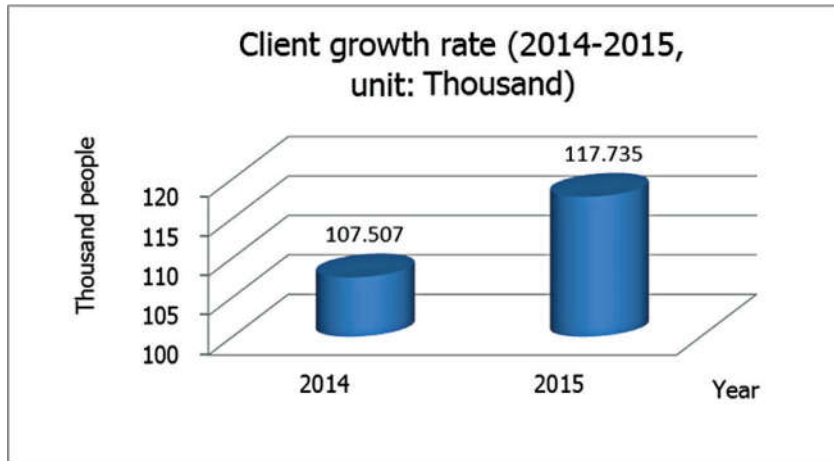


Figure: Client growth in 2014, 2015

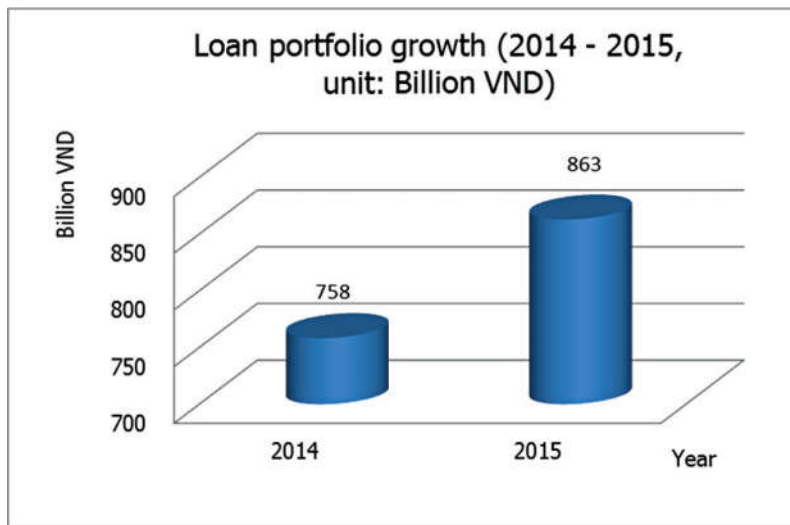


Figure: Loan portfolio growth in 2014, 2015

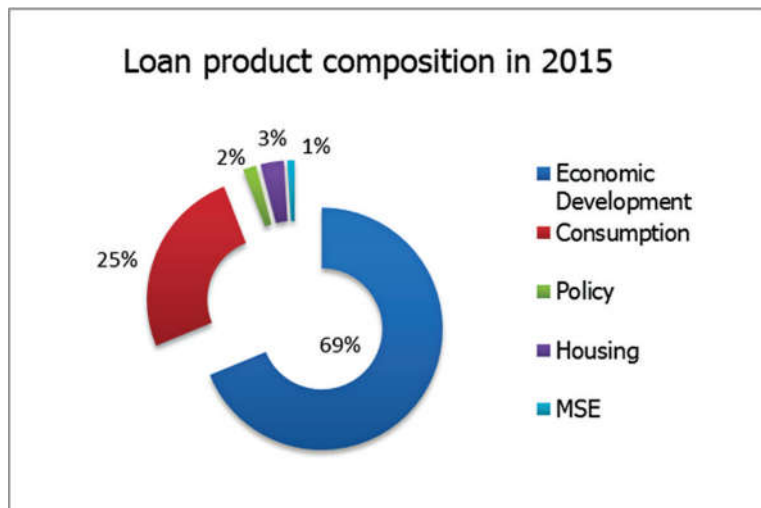
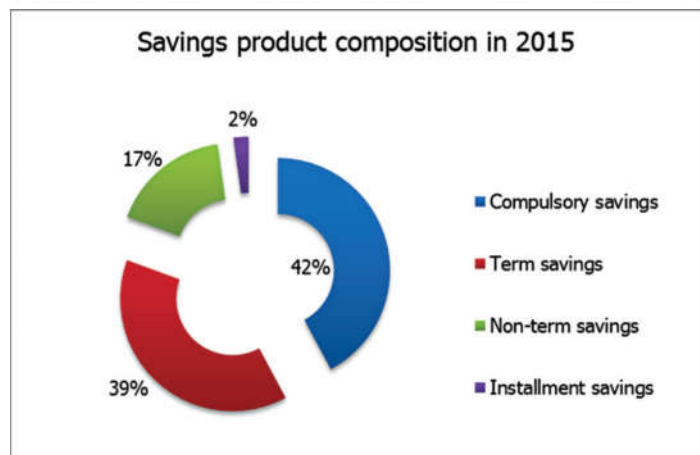
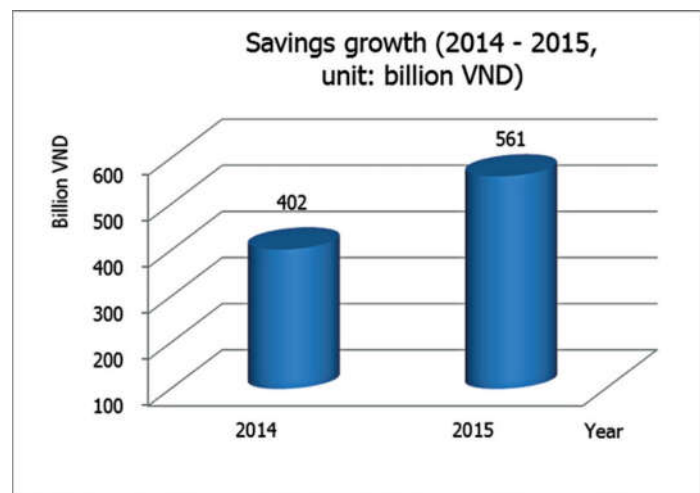
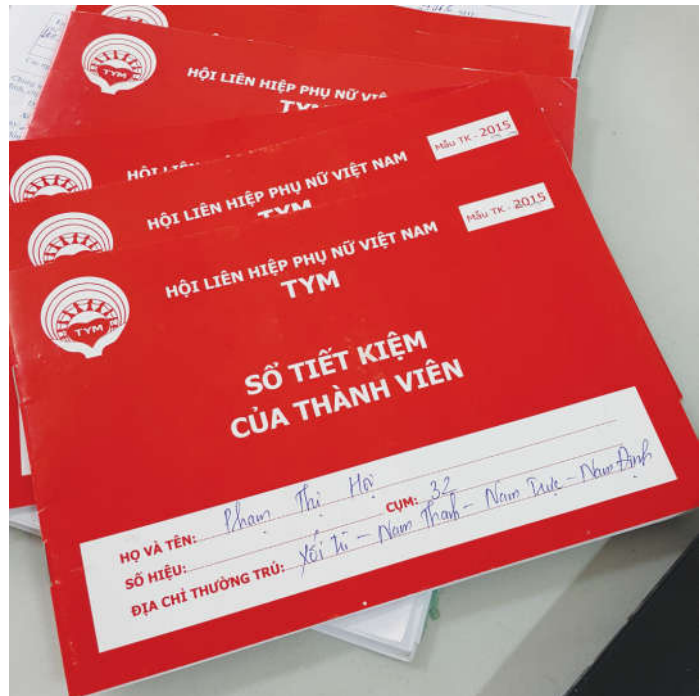


Figure: Loan products composition in 2015

2. Savings - Secure and Reliable

TYM's savings products' preeminent feature is that they are designed to suit the needs of different target groups. For non-term savings, deposit and withdrawal procedures are simple and easy; transactions can take place in the clients' hometowns; the minimum deposit is only VND 5,000 (0.22 cent) per time. Term savings are varied with the tenors from 1 to 12 months with high interest rates. Installment savings are designed to suit those clients who have a demand for regular savings (weekly/monthly); interest rates are competitive. TYM's savings products are well known for their security, convenience, easy and quick procedures. Particularly, in 2015, TYM was officially granted access to Deposit Insurance of Vietnam. Therefore members and clients can feel secure to deposit their money in TYM because all of the savings are guaranteed as per the law.

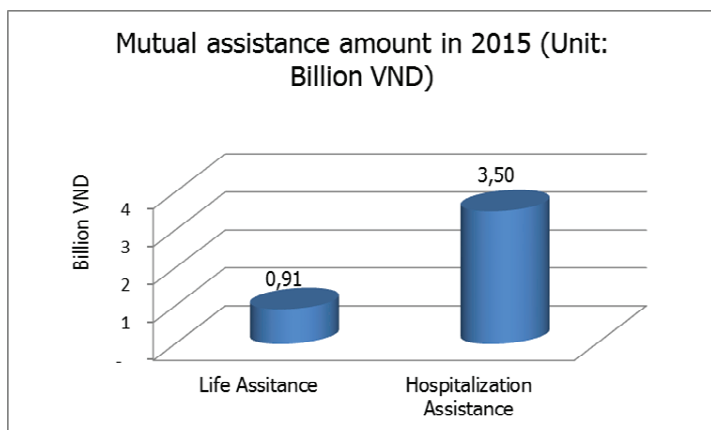
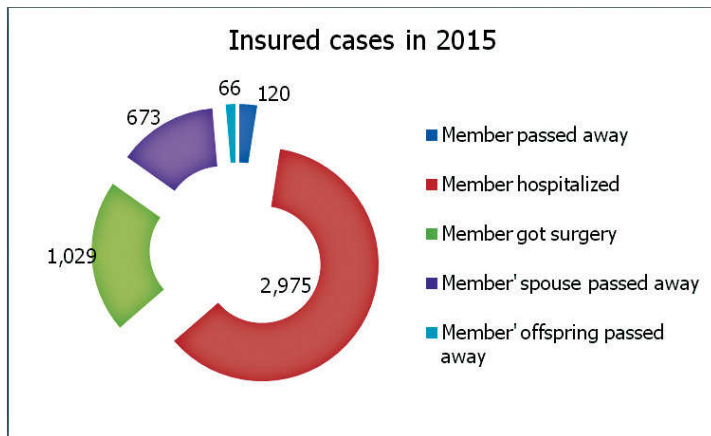
With these outstanding characteristics, the savings products have become an advantage of TYM, attracting more and more members and clients. By the end of 2015, TYM mobilized more than VND 561 billion (USD 25.1 million), increasing from 39% to the loan portfolio in 2014 to 65%.



Picture 1: Members receive savings passbooks when joining TYM

Picture 2: TYM's savings balance in 2014, 2015

Picture 3: Savings products composition in 2015



3. Family Mutual Assistance - Human and Essential

While loans provide members with additional capital for economic development, and savings help to build their own funds, family mutual assistance contributes to reduce economic pressures in case of risks, helping members to escape from poverty in a sustainable manner. Family mutual assistance reflects humanism and contributes to strengthening the solidarity among members. The product is highly welcomed and appreciated by all members and communities.

In 2015, TYM supported a total of 4,863 cases including 4,004 cases of hospitalization of members with a total amount of over VND 4.4 billion (USD 197.8 million).



Picture 1: Insured cases in 2015

Picture 2: Mutual assistance amount in 2015

Picture 3: TYM Do Luong Branch handed the assistance amount to children of Mrs. Le Thi Loi, Center 23, Linh Son Commune, Anh Son District, Nghe An Province. She and her husband passed away in a big flood, leaving behind 3 young children, September 2015

4. Business Development Services (BDS) - Qualitative and Efficient

In 2015, following the set-out strategy, TYM continued introducing members'/clients' products at existing outlets: the outlet at the Head Office of Vietnam Women's Union and 4 outlets at TYM's headquarter and in 3 branch offices of Hung Nguyen (Nghe An), Thanh Hoa and Song Cong (Thai Nguyen).

The outlet at TYM's headquarter is the place where TYM supports its members/clients to introduce their products to consumers in the capital. In addition, the outlet also provides a job for the daughter of a TYM member. In this outlet, TYM regularly introduces over 10 groups of products made by the members in all provinces/cities such as peanut oil, fish sauce, dried goods such as rice paper, noodles and pancake, fine crafts, vegetables, etc.

TYM also actively introduced and sold TYM members' products at fairs and festivals such as Spring Fair 2015 (June 2, 2015), Creative Women's Day (March 10, 2015) at the Center for Women and Development and at the Fair for agricultural products from various regions (December 2015) at the Women's Museum. The fairs helped TYM members to introduce and widely promote their high-quality products to consumers.

Three interest groups including Thanh Son clean tea (Phu Tho), Phu Binh safe vegetables (Thai Nguyen) and Cua Lo fish sauce (Nghe An) continued receiving supports from TYM in the forms of consultancy and supervision over technical processes and product design to make sure that their products would be clean, safe and of high quality. Furthermore, TYM held training classes for the members on market access and gender & business in order to enrich their knowledge and strengthen their skills in production and business.



TYM launched an outlet at its Head Office, No.20, Thuy Khue St., Hanoi in Feb 2015 to introduce and sell products of the members

5. Community Support and Capacity Building Programs - Innovative and Creative

TYM annually implements community support programs in order to help poor and disadvantaged individuals and households escaping poverty sustainably, demonstrating social responsibility for the locals.

In 2015, TYM supported the construction of 12 Subsidized Houses for members. Up to now, after eight years, TYM has supported 55 members' families with particularly difficult conditions to have new houses so that they do not have to live in unsafe houses, feel secure and can concentrate on economic development.

During the year, TYM continued offering free health checks to 5,000 members in the framework of the program titled "Health Care for members." This is a significant activity maintained by TYM since 2007. By the end of 2015, more than 16,400 TYM members, namely the poor ones and the ones with special difficulty, have been provided with high-quality healthcare services. Participating in this activity, the members were not only checked in general but also advised how to care for reproductive health, how to avoid the risk of cancer and gynecological diseases.

In 2015, the program "TYM - Create wings for your dream" honored 315 TYM members' children who attained outstanding academic achievements and/or won high prizes in the framework of provincial/national excellence student contests.



Family of Mrs. Nguyen Thi Tho, Center 7, Phuc Yen Branch, Vinh Phuc was supported to build "Subsidized House" by TYM, October 2015



TYM organized "Free health care" event and distributed free medicine for members at My Loc Branch, Nam Dinh in April 2015



In this program, TYM also awarded scholarships worth VND 92 million (USD 4,125.56) to 33 students. Their parents were in especially difficult situations, but they tried hard to study and passed the entrance exams to universities and high schools.

Moreover, TYM offered financial support to 14 commune/ward clinics and schools for construction, repairs or the procurement of equipment. This program was called "New rural area development" and was designed to help improve the services for the people and strengthen social security at localities.



Picture 1: Member Ngo Thi Soi, Center 14, Y Yen Branch, Nam Dinh received support of a philanthropist in May, 2015



Picture 2: A group of staff from Planning - Finance Department of Central Vietnam Women's Union visited and gave support to the family of the poor member Cao Thi Ha, Center 36, Nghi Loc Branch, Nghe An

Picture 3: TYM members' products were sold at "Agricultural Products from Various Regions" Fair co-organized by TYM and Vietnam Women's Museum in December, 2015



The year 2015 witnessed TYM’s numerous innovations in training and capacity building for members with diversified topics, namely: 62 seminars on cultivation techniques, breeding techniques, childcare and educating experience sharing and skills; communication sessions on gender and gender equality; training classes for 6,000 core members on financial education to help women improve their skills in managing household spending and production/business activities. The core members continued to disseminate and share the learnt knowledge and advise other members in the centers through center meetings and other local events. In particular, noticing the significant rate of illiteracy among the women, TYM actively cooperated with local Women's Unions and the district education departments to organize literacy classes for members.

During the year, TYM successfully organized literacy classes for 50 women members in Dien Chau district (Nghe An).



Members at Dien Chau, Nghe An at a Literacy class, July - August, 2015



TYM organized a study tour to a typical economic model for members from Y Yen Branch, Nam Dinh



In addition, TYM organized 17 trips to typical economic models for members to create opportunities for them to learn practical experience and knowledge. By doing this, TYM hopes that they would effectively apply the knowledge gained to their production and business activities and share with others as well. Some typical economic models introduced in the program were Dong Tao chicken raising, earthworm breeding and closed ecological system (garden, pond and animal pens).

* FOCUSING ON THE PROGRAM "THE QUALITY OF STAFF IS THE KEY TO SUCCESS"

Being well aware of the extremely important role of staff's capacity in TYM development, particularly in a competitive environment with increasing requirements for expertise and service quality, TYM conducted many practical and useful training activities and capacity building programs for its staff in 2015.

Some topics from this year included TYM's operational procedure system, organizational culture, communication and customer care skills, market research for technical officers, tax policies, preparation and analysis of financial statements for accountants at Head Office and Branches. Also, training classes on individual credit analysis and collateral valuation were held in line with the introduction of TYM's new MSE loan product.



A class on individual client appraisal for branch managers and head office staff in August, 2015



In 2015 TYM organized 54 training courses for 1,158 turns of staff. In the year, TYM sent 25 staff members to training courses and seminars held by other bodies, namely: MFI governance and administration, money laundering prevention, product development, credit operations, delinquency handling, processing and analysis of qualitative data using SPSS software.



Picture 1: TYM staff at a training class on Natural disaster risk management and continuous business in Cambodia, May 2015

Picture 2: TOT on MSE loan, June 2015

Picture 3: A training class on accounting for branch accountants, May 2015



A training class on microfinance and TYM's operations for staff and managers of district and provincial women's unions of TYM's operating areas, May 2015

Especially in 2015, TYM held training classes on microfinance and TYM's operations for almost 70 staff members of district and provincial women's unions of TYM's operating areas. The training courses helped WU's staff to gain more knowledge on microfinance, the role of microfinance in the support for women's economic development, hunger eradication and poverty reduction, and the coordination mechanism between the VWU and TYM, thereby enhancing the operational efficiency of TYM in the near future

*** MAINTAINING SUSTAINABLE COOPERATION WITH OTHER ORGANIZATIONS**

In 2015, TYM maintained and promoted cooperative relations with many domestic and foreign institutions. The international relations activities were conducted in various forms and obtained positive results. TYM actively contacted and negotiated with partners to mobilize funds for on-lending activities. The partners actively supporting TYM to fulfill its pro-poor-women mission included Cordaid, Oikocredit, Rabobank Foundation, Whole Planet Foundation, BNP Paribas, Blue Orchard, Triodos, Triple Jump, LIP, Planis Responsibility, and other partners.



A delegation from Living in Peace (Japan) at TYM's office, September 2015



Ms. Duong Thi Ngoc Linh, General Director presented a gift to Mr. Daniel Zoltani, Asia Pacific Director, Whole Planet Foundation during his visit to Vietnam, February 2015



Besides, the mobilization of technical assistance was actively carried out, focusing on projects such as financial education for members and capacity building for staff projects with the support from Oikocredit, software upgrading project with the support from the International Finance Corporation (IFC); cooperative business model - phase 2 financed by Rabobank Foundation, improving TYM's project performance with the support of Blue Orchard, etc. In addition, the cooperation project with IFC on investment loan pilot-test was continued and concluded successfully, opening up new opportunities in TYM's operations.

In 2015, TYM successfully welcomed and sent 53 delegations, including visitors coming to TYM and TYM staff going abroad for training courses, seminars and international conferences in order to exchange experiences, cultivate knowledge, and bring Vietnamese microfinance closer to international friends. In particular, high-level delegations to visit TYM included: an official visit by Ms. Victoria Kwakwa, World Bank Country Director in Vietnam and Mrs. Nguyen Thi Thanh Hoa, President of Vietnam Women's Union; a delegation of the Forum on Women, Peace and Development; a delegation of members of the European Parliament. In addition, TYM also welcomed Mr. Daniel Zoltani, Asia Pacific Director, Whole Planet Foundation, who came to discuss the next support for TYM and grant the "Asia Field Officer Award - Grand Prize" to TYM staff. This award was the appreciation of TYM staff's commitment to our social mission.



Ms. Pham Thi Thuy Linh, Deputy Director TYM, and European Parliament delegation visited the family of TYM member Vu Thi Phuong, Center 32, Y Yen Branch, Nam Dinh

During the year, TYM has successfully organized a number of important missions such as a delegation to Sparkassen Savings Bank in Germany, a delegation of provincial and district WUs and TYM managers to CARD CMDI (the Philippines), a TYM representative to SBFIC Indochina regional workshop, a group of managers to the course on SME loans at Frankfurt School of Finance, etc.

The achievements in the aspect of international relations in 2015 are the result of TYM's efforts in maintaining and expanding the relationships and sharing information on TYM and VWU with international friends and partners. This will help bring benefits to Vietnam's microfinance sector in the long term.



Picture 1: Mrs. Hoang Thi Ai Nhien, Permanent Vice President of Vietnam Women's Union and the delegation of Women, Peace and Development Forum visited TYM members in Me Linh, Hanoi, October 2015

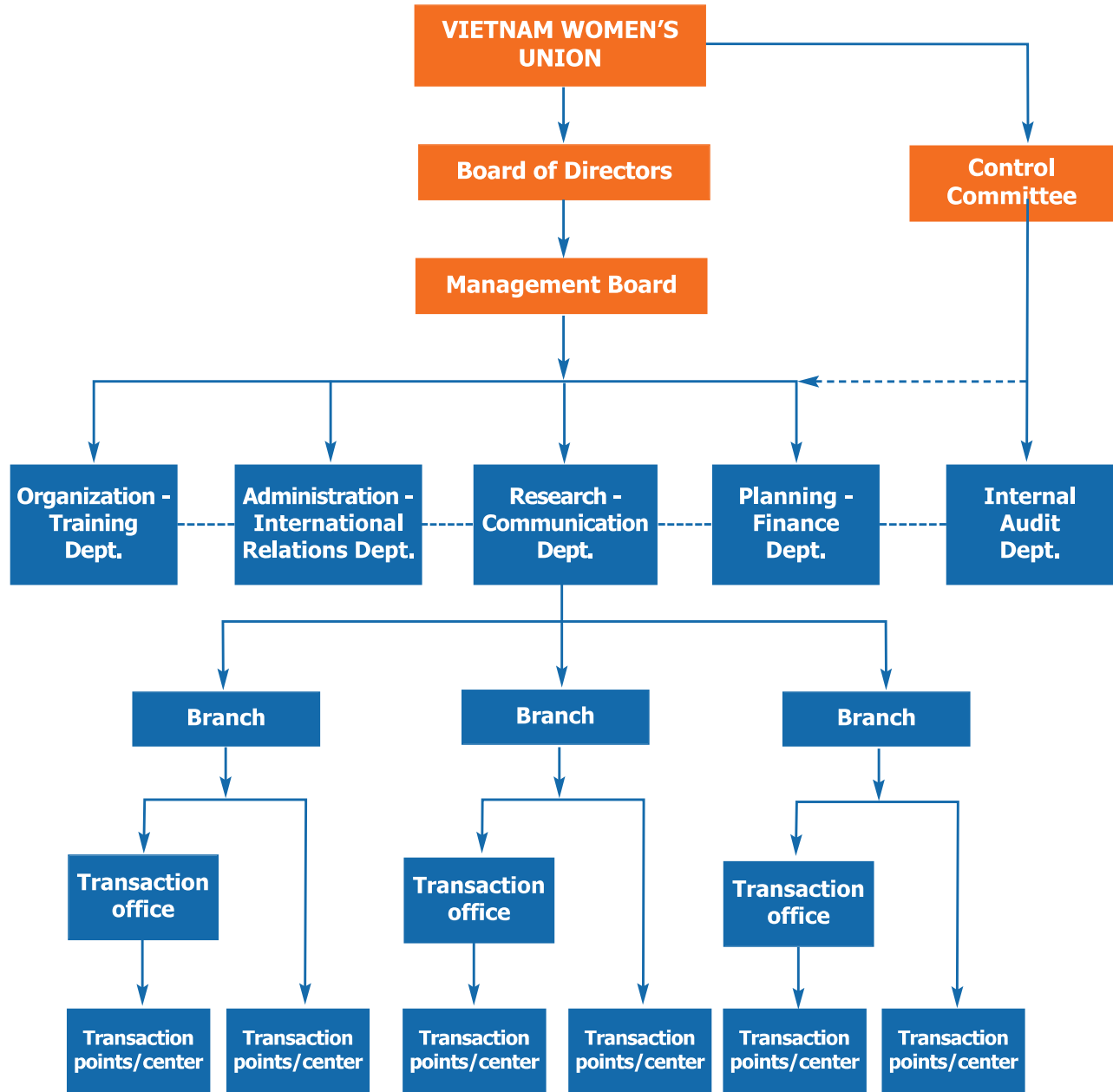
Picture 2: TYM Deputy General Director and leaders of local Women's Unions at CARD, Philippines, May 2015

Picture 3: Visitors from Myanmar, Laos visited and granted gifts to the family of member Pham Thi Dieu Chuc, a disadvantageous member in Center 27, Transaction Office 01, Kim Dong Branch, Hung Yen, December 2015



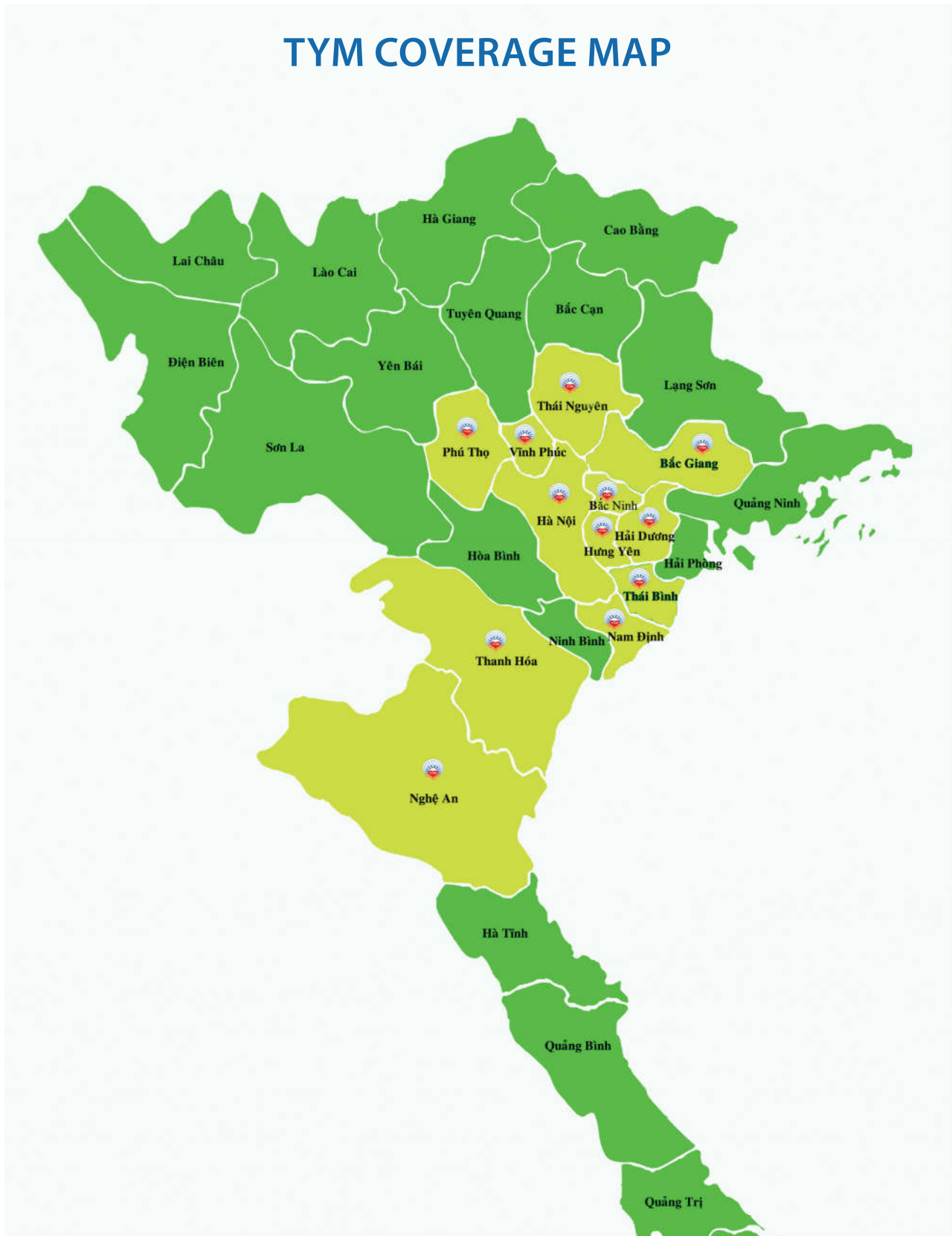


ORGANIZATIONAL CHART 2015





TYM COVERAGE MAP





OPERATIONAL AND FINANCIAL FIGURES

No	Description	2015	2014
1	Number of Provinces/Cities	12	12
2	Number of Districts	55	52
3	Number of Communes	466	431
4	Number of Centers	3,029	2,858
5	Number of Branches/Transaction offices	59	57
6	Total number of staff	421	398
7	Number of technical officers (TO)	256	233
8	Number of clients	117,735	107,507
9	Number of poor clients	2,431	3,502
10	Number of borrowers	101,611	93,812
11	Number of insured people	273,198	228,008
12	Number of clients per TO	445	447
13	Number of clients per center	38	36
14	Total loans disbursed (VND 1,000)	1,652,838,034	1,381,428,030
15	Number of loans disbursed	120,398	129,917
16	Loans portfolio (VND 1,000)	862,873,926	758,321,998
17	Savings balance (VND 1,000)	561,001,104	402,414,972
18	PAR	0.004%	0.0112%
19	Repayment rate	99.998%	99.98%
20	OSS	123%	127%
21	FSS	109%	105%

Exchange rate 1USD = 22.300 VND



OUTLOOK FOR 2016

1. Focus on membership expansion, development and consolidation of the organization of Vietnam Women's Unions by attracting more women, especially women of ethnic minorities and vulnerable women in new regions as well as in existing localities of TYM in order to raise the number of clients up to 126,000 with a total of nearly 470,000 direct beneficiaries.
2. Keep on improving, enhancing and diversifying services to support women, especially poor and low-income women and their families in sustainable economic development and poverty reduction; to complete the pilot test and conduct the roll-out of the MSE product for mature clients and microenterprises.
3. Enhance the capacity and knowledge of members through various training and support activities such as training on gender and business, basic and advanced financial management, production - business skills, health care, environmental sanitation. Support members in business development (improving quality, building brand, connecting to supply chain). Maintain and strengthen the network of shops and outlets for products of TYM clients, including buiding a business plan for the network.
4. Organize community support programs including scholarships for poor members' children, donations, construction of Subsidized Houses, etc.
5. Promote and enhance the capacity of staff and develop the organization through internal training programs, master training program for TYM managers and coaching activities by international experts. Strengthen internal control, risk management, legal, strategic planning. Gradually implement TYM's information technology strategy. Build new headquarters for 4 branches. Promote TYM's brand identity.
6. Maintain and further develop partnerships with domestic and international organizations; Provide, in collaboration with Vietnam Women's Academy, training and knowledge and experience sharing on microfinance for national and international organizations and individuals.
7. Contribute, as a member of the Permanent Working Unit of the Microfinance Working Committee of the Government, proposals and ideas on microfinance policies and regulations for the development of this industry and the effective implementation of the National Microfinance Strategy up to 2020. Actively collaborate with the Vietnam Microfinance Working Group to share experience with other microfinance programs, and provide recommendations on microfinance for relevant authorities.
8. Participate actively in the organization of Women's Congress at all levels and in the preparation for the 12t0h National Women's Congress.

TYPICAL MICROFINANCE INSTITUTION PRO-POOR FOCUS

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