



VIETNAM WOMEN'S UNION

TINH THUONG MICROFINANCE INSTITUTION (TYM)

Performance Report 2021

Dedication &
Commitment



VIETNAM WOMEN'S
PUBLISHING HOUSE



About three decades have passed since the Affectionate Fund (TYM), the predecessor of Tinh Thuong Microfinance Institution, was established. The nearly 30-year journey has marked TYM’s committed and close relationship with Vietnamese women: **Accompanying women** from the early days of hardship and **standing with** them on each stage of developing and affirming their position in the society.

“Dedication & Commitment” is also the steadfast spirit between TYM and its people, i.e. microfinance officers who have been together to build up TYM, which have been passed on and inherited from generation to generation, for TYM’s constant growth and sustainability.

WELCOME 30 YEARS OF TYM’S STORY!
30 YEARS OF DEDICATION & COMMITMENT!

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Message from TYM's General Director

2021 witnessed various important events of the country and the Vietnam Women's Union (VWU) such as the 13th National Congress of the Communist Party of Vietnam, the election of deputies to the 15th National Assembly and all level People's Councils, and marked the first year of implementing the 10-year socio-economic development strategy for the 2021-2030. For the VWU, this is also the first year of implementing the VWU Development Strategy towards 2030, with a vision to 2035 and the last year of implementing the Resolution of the 12th National Women's Congress. Meanwhile, in terms of socio-economic situation, 2021 was still an extremely challenging year for the world and Vietnam in general as well as for Tinh Thuong One-member Limited Liability Microfinance Institution (TYM) in particular due to the outbreak and complicated development of the Covid-19 pandemic.

Following the direction of the Central VWU, TYM determined to simultaneously carry out two missions that are to ensure safety for its people and to maintain operations of the institution. During the year, TYM researched and launched two new credit products with numerous preferential conditions in order to support women quickly stabilize their business and create more jobs for the community. They included the loan to support members affected by the pandemic and the loan for job creation. In addition, TYM reduced lending interest rates 3 times for severely affected branches, restructured the repayment schedule for members

and changed the collection schedule during the complicated development period of the pandemic. Together with the VWU at all levels, TYM effectively implemented various programs to support women in particular and the community in general in disease prevention and business stabilization. Therefore, in 2021 TYM has reached numerous encouraging results such as disbursement of VND 4,031.7 billion, loan outstanding of VND 2,132.6 billion and repayment rate of 99.986%. With the encouragement and companionship of TYM, 1,227 TYM members were elected as deputies at the district and commune/ward People's Councils. Towards the 13th National Women's Congress and the election of deputies to People's Councils at all levels, TYM supported Women's Unions at all levels to carry out such activities as planting 3,800 trees, growing flowers along 52,450m of roads; donating funds for 09 indoor and outdoor sport facilities, 03 houses and various environmental protection tools. Responding to a special emulation launched by the Central VWU to celebrate the 13th National Women's Congress, TYM implemented the project "Accompanying TYM members to overcome the Covid-19 pandemic" with two main components



including introduction of preferential loan products and grant of scholarship to members' children from donations contributed by all TYM staff members. The project was highly appreciated by clients and was participated by all TYM staff members.

With its best efforts throughout 2021, TYM was awarded the Certificate of Merit and Emulation Flag of the Central VWU for its excellent performance in 2021, the Certificate of Merit of the Central VWU for its excellent performance in the period of 2020-2021.

For this success, on behalf of TYM's Board of Management, I would like to express my sincere thanks to TYM members and clients, who have always been with TYM in the most difficult times and to all TYM staff members for their tireless contributions during the past time. I am also grateful for the support of local leaders, the close coordination of Women's Unions at all levels and the facilitation of domestic and international partners. All these sentiments have motivated us to overcome difficulties and firmly move forward.

2022 witnesses the 13th National Women's Congress and is the first year of implementing the Congress's Resolution. It is also the year marking the 30-year milestone of TYM's development. TYM has developed a 2022 plan with ambitious goals, requiring more efforts and determination of staff members. At the same time, TYM has supplemented various social activities to express its deep gratitude to members, clients, staff, friends and partners on this special occasion. Also in 2022, TYM will publish the assessment of TYM's 30-year

impact along with its experiences during the past journey. "Dedication & Commitment" is the spirit TYM has proved in the past 30 years, and will be the theme of TYM in 2022. Together with our efforts, we look forward to continuing facilitation and support from management bodies, authorities and the women's unions at all levels as well as TYM's members, clients, friends and partners. We hope that 2022 will be a remarkable milestone in TYM's development history, creating momentum for its robust growth in the coming years.

General Director

Nguyen Thi Thu Hien



About TYM

OUR HISTORY

Tinh Thuong One Member Limited Liability Microfinance Institution (TYM) is directly under the Central VWU. Its operation was initiated in 1992 and TYM was named formerly as the Affectionate Fund. Overtime, TYM has confirmed its operational efficiency and has been licensed by the State Bank of Vietnam (SBV) to become a regulated microfinance institution since August 17, 2010. Over the past 30 years, TYM has contributed to realize the mission of the VWU in hunger eradication, poverty reduction and women's empowerment.

1992

TYM's operation was launched in accordance with the official document No. 563/KTDN dated February 20th, 1992 of the Office of the Council of Ministers (now the Office of the Government) allowing the Central VWU to implement the Affectionate Fund (TYM in short) Project in poor areas. At the beginning, TYM was put under the Department of Family and Living Affairs and operated in Soc Son district, Hanoi.

1995

After successfully piloting the project, the central VWU decided to expand the model to new areas.

1998

TYM became an independent unit under the Central VWU after being separated from the Department of Family and Living Affairs and kept the name as the Affectionate Fund.



VISION

Become a leading microfinance institution in Vietnam, providing best financial services to low-income individuals and their families, with a particular focus on poor and vulnerable women.



MISSION

Improve quality of life for low-income women and their families, especially poor and marginalized ones, by providing them with financial and social services that create favorable conditions for their active participation in socio-economic activities and enhance their overall position in society.



CORE VALUES

Committed –
Creative –
Competent

2010

TYM was the first Microfinance Institution (MFI) in Vietnam licensed by the SBV according to Decrees 28 and 165. Its name was changed into "Tinh Thuong One-member Limited Liability Microfinance Institution" (TYM). The sole owner of TYM is the VWU.



TARGET GROUPS

Members:

Women from 18 to 65 years old when being admitted to TYM, having full civil capacity and permanent residence in the locality, voluntarily becoming TYM's members.

Target groups of members include:

- Poor, near-poor and low-income households according to the Government's regulations.
- Disabled women.
- HIV infected/affected women.
- Microenterprises.

Clients:

- Individuals (from 15 years old) and organizations.

PRODUCTS AND SERVICES

Credit



Credit is the core product of TYM. TYM offers a variety of credit products suitable with each target group.

- No collateral required;
- Repayment in small installments weekly or in every 4 weeks;
- Simple application and repayment procedures;
- Stable and long-term funding.

Micro loans (from VND 1- 50 million)

- Policy loan;
- Loan to support near poor households;
- Economic development loan;
- Multi-purpose loan;
- Housing loan;
- Loan for disaster risk recovery;
- Loan to support women affected by the pandemic.

MSE loans (from VND 51 – 100 million)

- Investment loan;
- Loan for job creation.

1 USD = VND 23,145

PRODUCTS AND SERVICES

Savings



TYM's savings products are also designed flexibly, allowing clients to deposit from very small amounts to enable them to form savings habits while contributing to the accumulation of assets for themselves and their families.

- Only from VND 5,000/transaction
- Diversified products
- Easy, convenient and secure deposit and withdrawal
- Attractive interest rates
- Being insured according to the Law on Deposit Insurance

For individuals

- Compulsory savings¹ (from VND 10,000/week);
- Non-term savings (from VND 5,000/transaction);
- Term savings (from VND 500,000/transaction);
- Installment savings (from 100,000 VND/transaction).

For organizations

¹ 1 USD = VND 23,145

¹ For TYM's members only

Non-financial services



TYM's non-financial services are non-refundable and free for members, clients and communities in the areas where TYM operates.

Capacity building for women and community

- Seminar;
- Training, coaching, consulting;
- Experience sharing;
- Cultural and sports exchange activities.

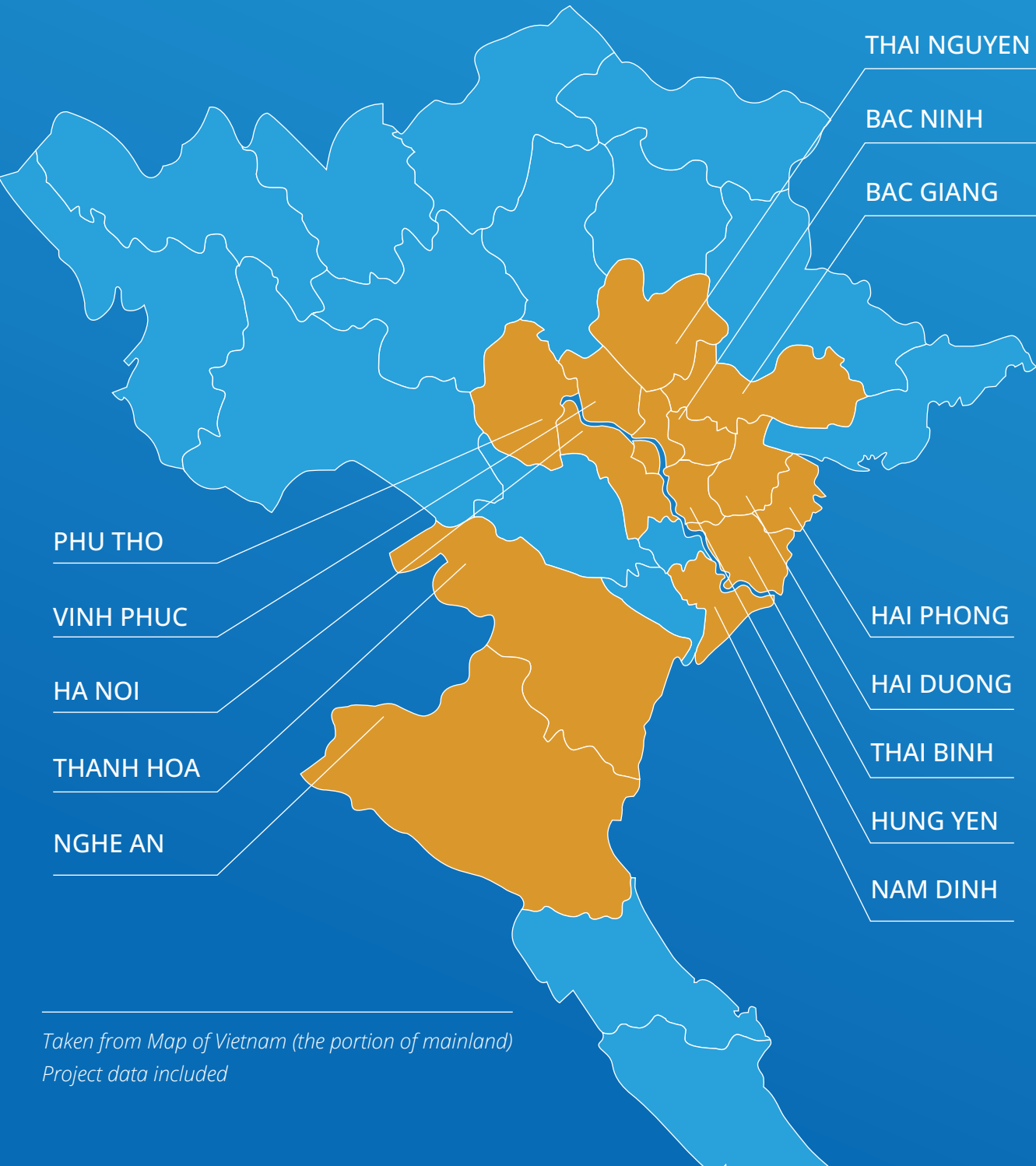
Community support

- Subsidized house;
- Scholarship – Giving wings to your dream;
- Gifts to disadvantaged families;
- Health care for members;
- Support for educational and medical facilities;
- Study tour;
- Charity activities; social programs launched by the VWU; pandemic prevention support.

Business development support

Capacity building on business management, introduction and linkage of members' products of members to the market.

Operational network



Taken from Map of Vietnam (the portion of mainland)
Project data included

575	staff members	83	districts
21	branches	783	communes/towns
39	transaction offices	6,220	villages
13	provinces/cities	4,636	centers

Organizational structure

BOARD OF DIRECTORS



MS. DO THI THU THAO
Vice President of the VWU
Chairwoman



MS. HO THI QUY
Member of the Presidium of the VWU, Head of the Department of Supporting Women in Economic Development
Member



MS. PHAM THI HUONG GIANG
Member of the Presidium of the VWU, Head of the Finance - Planning Department
Member



MS. NGUYEN THI THU HIEN
Member of the Presidium of the VWU, General Director of TYM
Member



MS. DUONG THI NGOC LINH
Member of the Presidium of the VWU, Director of the Center for Women and Development
Member

BOARD OF MANAGEMENT



MS. NGUYEN THI THU HIEN
Member of the Presidium of the VWU
General Director



MS. TRAN THI TUYET NHUNG
Deputy General Director



MS. PHAM THI THUY LINH
Member of the Central Executive Committee of the VWU
Deputy General Director



MS. DAO THANH TRANG
Deputy General Director

Organisational structure





Achievements/Awards

2021	<ul style="list-style-type: none"> The Government's Emulation Flag Certificate of Merit and Emulation Flag of the Central VWU
2019	Top 10 of the European Microfinance Award 2019 "Strengthening Resilience to Climate Change" (EMA 2019)
2007 to 2013, 2016, 2019	Outstanding Microfinance Institution Award under the Citi-Vietnam Micro entrepreneurship Awards (CMA ²)
2018	Outstanding Microfinance Institution for Effective and Sustainable Operation under CMA 2018

² The award was jointly organized by Citi Foundation, Vietnam Microfinance Working Group (MFWG) and the State Bank of Vietnam.

2017	Outstanding Microfinance Institution implementing Clients Protection Principles under CMA 2017
2014	Outstanding Microfinance Institution with pro-poor focus under CMA
2012	First Order Labor Medal awarded by the President of Vietnam
2011	Certificate of Merit from the Prime Minister for achievements from 2008 to 2010, contributing to the cause of building socialism and national defense
2010	Certificate of Merit from the VWU for its important contribution in the mobilization and construction of "Social Houses"
2007	Vietnam Women's Award presented by the VWU
1999	Certificate of Merit from the Prime Minister

2021 Highlights



01 TYM was honored to receive the Government's Emulation Flag for its leading performance in the patriotic emulation movement 2020 of the VWU.



02 TYM was awarded the Certificate of Merit and Emulation Flag by the VWU for its excellent performance in 2021 and the Certificate of Merit for its excellent performance in the period of 2020-2021.



03 Officially opened a new branch in Thai Binh province, bringing the total number of TYM branches to 21.



04 Launched new products and services, especially: Loan to support members affected by the pandemic and loan for job creation with various preferential conditions.

05

1,227 members of TYM were elected as deputies of the People's Councils of districts and communes, of which 24 members were elected to the People's Councils of districts, 1,203 members were elected to the People's Councils of communes.



06 5 members of TYM won the Women's Start-up Contest 2021 organized by the VWU. This is a nationwide contest attracting more than 1,500 applications.



07 Actively supported localities, clients and staff members in the Covid-19 prevention.



08 Accompanied and supported the WUs at all levels to carry out various programs, movements and campaigns to celebrate the 13th National Women's Congress.

2021 PERFORMANCE *

Network expansion, membership development

NETWORK

13 Provinces/cities

83 Districts

783 Communes/wards/
towns

6,220 Villages



2021 was full of challenges for TYM and its members due to Covid-19. Despite of this fact, TYM clearly showed its bravery and creativity, which were translated into the below specific results.

Network expansion

In 2021, TYM expanded its operations in three new districts, including Phu Luong (Thai Nguyen), Hiep Hoa (Bac Giang), and Vinh Bao (Hai Phong). In addition, TYM expanded to 54 new communes/wards/towns and 309 new villages/hamlets in its existing districts.



Membership development

In 2021, thanks to various suitable and meaningful policies, TYM attracted 30,590 new members. As of December 31st, 2021, TYM has 175,435 members and 5,229 clients, increasing by 5,867 from the same period in 2020. Among those, there are 6,596 disadvantaged members such as the poor, near-poor, disabled, HIV infected/ affected ones.

Given the above number of members, a technical officer of TYM is currently serving an average of 579 members.



Number of members, clients

180,664

Reaching 101.4% of the plan

* Project data included

Credit

In 2021, the Covid-19 pandemic continued to be complicated on a large scale, significantly affecting TYM's credit operations. Facing the new situation, TYM has proactively taken various synchronous and flexible measures for safely adaptation and continuous development, and at the same time, creating favorable conditions to support women stabilizing their business and lives.

Disbursement (VND billion)

4,031.7

88% of the plan
Increasing VND 196 billion compared to 2020

Loan Outstanding (VND billion)

2,132.6

85.8% of the plan
Increasing VND 79.3 billion compared to 2020

Repayment Rate

99.986 %

In 2021, TYM reduced its loan interest rates three times. To better support the areas severely affected by the pandemic, TYM reduced further the interest rates for some specific branches (i.e. Bac Ninh City, Bac Giang, Hung Nguyen branches) in a seriously affected period, restructured debt repayment, reduced interest rates, and maintained debt groups for TYM members affected by Covid-19.

In particular, in order to support members to stabilize their business and lives, TYM launched 02 new loan products, including loan to support members affected by the pandemic and loan for job creation with various preferential policies. The first was designed with a grace period of up to 8 weeks and 1% lower interest rate than that of the economic development loan. Meanwhile,

with the later, members can access a larger loan from VND 51-100 million, and flexible term from 15-100 weeks. Thanks to appropriate communication measures and quick appraisal procedures, in the period between October 1st, 2021 and December 31st, 2021, there were 2,097 women benefiting from the pandemic recovery loan, of which 148 loans with a grace period; and 46 women benefiting the job

creation loan. The total disbursement of these two new products in the last 3 months of the year reached VND 41.427 billion. The above results show TYM's efforts and determination in supporting women; and at the same time, reflect the responsibility of a unit under the Central VWU that is always ready to share, accompany and empower women to overcome difficulties.



1 USD = VND 23,145

Figure 1: Growth of loan outstanding 2021 vs 2020

(Unit: VND billion)

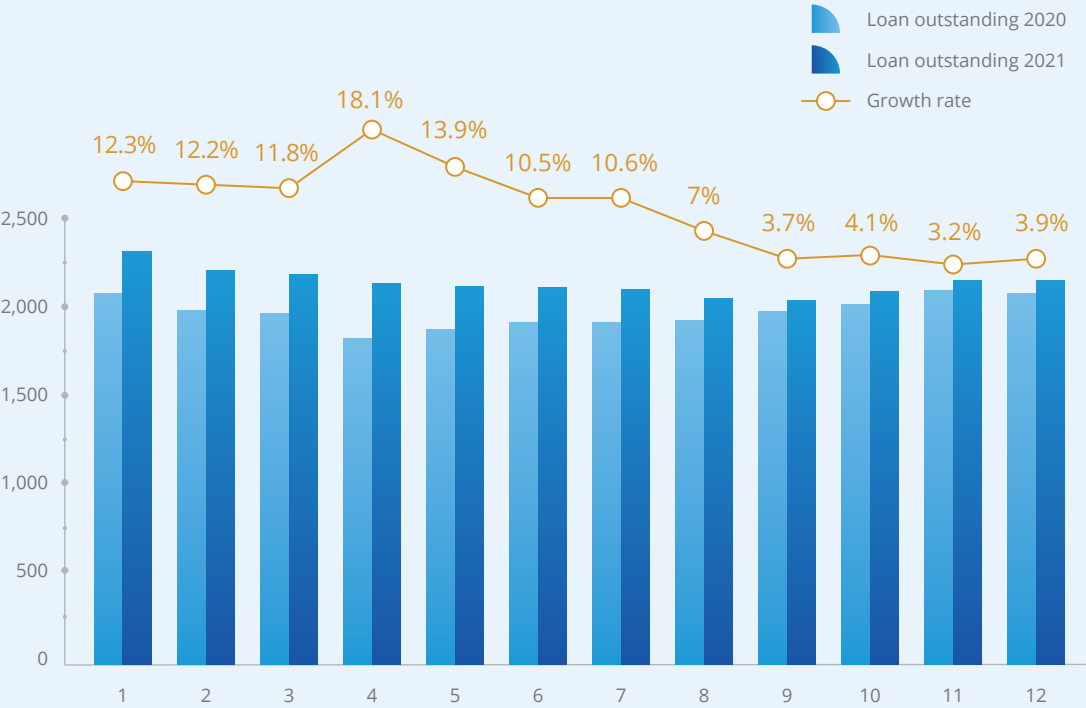
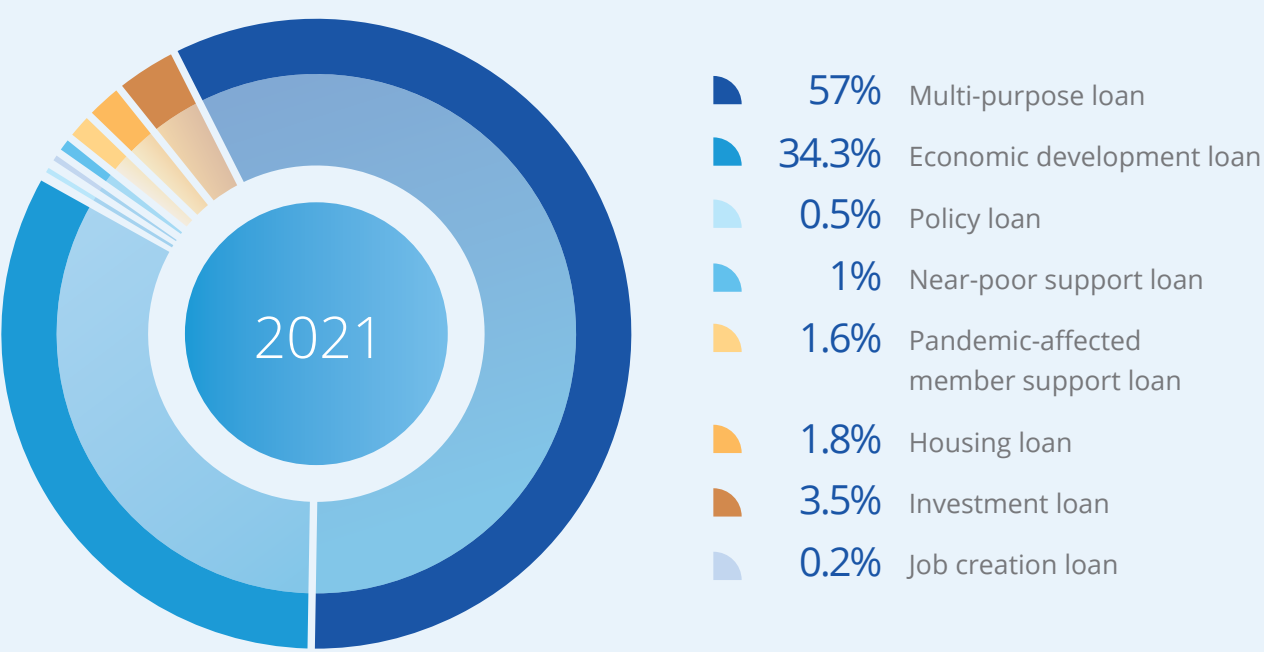


Figure 2: Loan outstanding breakdown by type



As of December 31st, 2021, TYM's total disbursement reached nearly VND 4,031.7 billion, an increase of VND 196 billion compared to 2020. Total loan outstanding was more than VND 2,132.6 billion (growth of 3.9% compared to 2020). The average loan balance of a member was VND 12.15 million.

Although its members faced many difficulties caused by Covid-19, with a variety of flexible and timely actions, in 2021, TYM still maintained good credit quality with a repayment rate of 99.986% (the same as 2020).

Micro insurance:

In 2021, there were 97 cases of TYM members being paid by the Micro Insurance Fund of the Central VWU with a total compensation of nearly VND 3.5 billion.

Savings



Savings balance (VND billion)

1,797

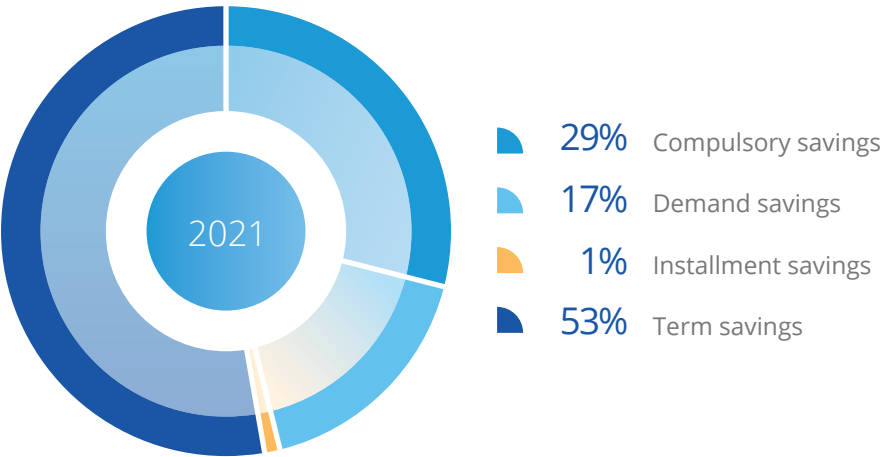
87.2% of the plan

It was because TYM actively balanced mobilized funding sources for its operations in line with the actual operational requirements

By the end of December 2021, TYM's total savings balance was VND 1,797 billion, reaching 87.2% of the plan. It was because TYM actively balanced mobilized funding sources for its operations in line with the actual operational requirements, especially focusing more on disbursement and support programs for members and communities. In addition, members and clients tended to withdraw savings more or do not keep savings in order to cope with the prolonged Covid-19 pandemic.

1 USD = VND 23,145

Chart: Savings balance by type in 2021



With such proactive action, TYM still ensured the ratio of savings to loan balance at 84.3% and at the same time maintained the liquidity ratio at over 20% in accordance with the State Bank of Vietnam's regulations. This enabled TYM maintaining a stable capital source, ready to meet the needs of members and clients.

In 2021, TYM maintained 4 savings products, namely compulsory savings, demand savings, installment savings, and term savings. In addition, TYM made flexible adjustments to its products and operation methods such as offering a new term of 9 months for term savings or allowing a 4-week savings collection in addition to weekly collection.

This demonstrated TYM's efforts to better serve the needs and desires of its members and clients. Thanks to these changes, members and clients become more active in arranging plans of spending and accumulating assets suitably to their own and their family's cash flow.

Operational figures

Description	2020	2021
Number of Provinces	13	13
Number of Districts	80	83
Number of Communes	729	783
Number of Centers	4,361	4,636
Total number of staff	553	575
Number of technical officers (credit officers)	288	298
Total number of members and clients	174,797	180,664
Borrowing members (borrowers)	102,477	101,780
Number of poor, near-poor, and vulnerable members	7,219	6,596
Average number of members per technical officer	588	579
Average number of members per center	39	38
Number of loans disbursed	132,765	101,780
Total disbursement (VND)	3,835,813,000,000	4,031,751,000,000
Loan outstanding (VND)	2,053,344.411,000	2,132,599,666,301
Savings balance (VND)	1,774,758,578,000	1,797,150,942,531
Repayment rate	99.986%	99.986%
PAR	0.041%	0.014%
OSS	121.64%	124.48%
FSS	120.38%	121.53%

1 USD = VND 23,145



SOCIAL PROGRAMS



Spending for social programs over
VND **8.5** billions

Beside annual community activities, during the year TYM organized many additional activities to support the prevention of Covid-19 and contribute to the implementation of movements and programs of the VWU.

Towards sustainable development, TYM annually organizes a variety of support programs for communities, TYM members and their families. In 2021, TYM spent nearly VND 5.9 billion for these social programs. In particular, in order to share difficulties with members and communities in the fight against Covid-19, TYM actively implemented various activities and spent an addition of over VND 2.6 billion for the prevention of the pandemic in its operational areas. These activities are highly appreciated by local authorities, the WUs at all levels, members and communities.



1 USD = VND 23,145

Annual community support



Social House

Supported to build up **15** social houses for TYM members with extremely difficult circumstances.



New countryside

Supported **40** local educational and medical facilities.



Health care

Free health check and medicine distribution for **1,335** members.



Being Warm with TYM

Presented **1,230** gifts to poor and disadvantaged women and families on the occasion of holidays and Tet.



TYM Scholarship – Giving wings to your dreams

Awarded **489** scholarships and rewards to the children of poor members.



TYM Acts for the Environment

163 districts/towns/communes/wards were awarded with 15,349 equipment to support the environmental protection and limit the use of single-use plastic and nylon waste.



Capacity building for members

16 seminars for **854** members.

1,304 center leaders were trained on finance, management, persuasion skills.

5,027 women benefited from training courses for People's Council candidates.

81,560 members and their relatives were trained on digital technology under TYM's trainings and other collaboration programs.

During the year TYM also conducted many other trainings including financial education through simulation of "Saving Games" for TYM members; training for leaders of local women's unions; study tours for members.

Pandemic prevention support

Pandemic prevention support for center leaders, members and localities

Pandemic prevention support for center leaders, members and localities by the amount of more than **VND 2.6 billion**.



Contribution to the implementation of movements and programs of the VWU



Celebration of National Women's Congress and People's Council Election at all levels

3,800 green trees; **52,450** meters of flower roads; **9** indoor and outdoor sport and wellness facilities, **3** Social Houses and various environmental protection tools.

TYM also supported the WU of 13 provinces in the preparation to celebrate the National Women's Congress.



Supports for women entrepreneurs

5 members of TYM won the Women's Start-up Contest 2021.



Program "Accompanying border women in 2021"

2 Social Houses for poor women.

Supported **4** rural facilities.



These activities have contributed to spreading and building up the spirit of consciousness, responsibility, sharing, and unanimity with the community to overcome difficulties and challenges

In 2021, with the spirit of mutual affection, TYM also carried out many other social activities. Responding to the program “Millions of gifts to share love” launched by the Central VWU, TYM staff members donated VND 100 million to support the compatriots in the South. In the context of the complicated development of Covid-19, in order to share difficulties with and support the frontline forces in the fight against the pandemic, TYM branches implemented various meaningful activities such as cooking 846 meals to serve isolation points, local prevention stations, donating breeding animals and essential necessities for TYM members and compatriots in the South. These activities have contributed to spreading and building up the spirit of, responsibility, sharing, and unanimity with the community to overcome difficulties and challenges.



1 USD = VND 23,145

OTHER ACTIVITIES IN 2021

Core banking software: Stable operation – Efficient exploitation – Strengthened administration

In addition to strengthening the administration, the stable operation and effective exploitation of the core banking software for the continuous and improved business performance, is considered as an important task.

In the context of the Industrial Revolution 4.0, in order to realize business strategic goals as per the institutional development roadmap and better meet the needs of members and clients, TYM have officially rolled out a new core banking software from October 2020, opening up the capacity of flexible, secure and safe processing with a centralized database. Following this success, in 2021 TYM focused on operating, exploiting effectively and strengthening administration of the software, contributing to improving the institutional efficiency and meeting the requirements of governance in the new situation.

To ensure the efficient, consistent and legal compliant operation of the software, during the year, TYM has issued numerous administrative and operational documents, including Software Administration Regulation, Mandate Regulation, Regulation on Business Continuity, and Regulations on Internal Inspection and Reporting. With these mentioned regulations, the software is managed and operated under the same standards in the entire network of TYM, contributing

to minimizing operational risks and smoothly processing transactions, thereby improving work efficiency.

In addition to strengthening the administration, the stable operation and effective exploitation of the core banking software for the continuous and improved business performance is considered as an important task, especially during the Covid-19 outbreak. The software's responsiveness and multi-service handling capability have enabled a variety of flexible adjustments in TYM operation to support members and the community overcome difficulties; those adjustments include launching new products, reducing lending

interest rates, diversifying repayment and savings collection periods, and restructuring debt repayment, and among others. In addition to that, the TYM reporting system was also updated and adjusted in a timely manner to meet both internal administration requirements and management of state agencies with accurate and reliable data.

In 2021, TYM also embarked on research for development of a mobile application on its own for staff and clients. This is one of the important prerequisites for TYM to implement effectively phase 2 of the core banking project and contributes to the strong development of TYM in the future.



Personnel development

As for TYM, human resource development should not only increase in term of quantity but also ensure in terms of quality: good professional knowledge; initiative and flexibility in work and especially promotion of the 3 core values of “Committed - Creative - Competent” of TYM staff members.



In 30 years of operation, TYM has realized that people are one of the prerequisites for the success and professional development of the microfinance model in Vietnam. As for TYM, human resource development should not only increase in terms of quantity but also ensure in terms of quality: good professional knowledge; initiative and flexibility in work and especially promotion of the 3 core values of “Committed - Creative - Competent” of TYM staff members.

With regard to organization - HR, on the one hand, TYM arranges and consolidates the organization towards specialization and being in line with the legal requirements. On the other hand, TYM constantly improves staff management policies such as performance evaluation and emulation – reward, especially support policies during the pandemic period, not only ensuring safety, but more importantly, motivating staff and improving labor productivity.

As per recruitment, TYM innovates the conditions, criteria, procedures and methods of recruitment in accordance with the actual situation, especially in the pandemic period, to ensure the selection of qualified workforce suitable with working requirements.

Paying attention to developing onsite human resources, TYM focuses on improving the capacity of its staff and appointing capable ones to management at branches. In 2021, TYM organized 53 training classes for 1,327 turns of staff. In addition to regular training on professional knowledge and skills, TYM also conducted various new training courses for staff to timely adapt and develop careers in the context of digital technology development and the outbreak of pandemic. In addition, TYM sent 48 staff members to external training courses on different topics to improve political theory, foreign languages, professional knowledge or other skills to better meet the job requirements. In particular, TYM mobilized staff from the Head Office to branches and rotated staff among branches, giving them the opportunity to accumulate experience and leverage their own potential.

With these synchronous measures, TYM expects each staff member gain the opportunity to develop their own career, stand with TYM and thereby contribute to the overall success of the Institution.

International cooperation



In the new context, TYM focused on maintaining and strengthening relationships with international partners via online form, while strictly managing the organization of events involving foreign elements. As a result, TYM's external affairs were remained in a stable and safe manner, achieved remarkable results, and continued to effectively support TYM's overall operation.

In 2021, the Covid-19 pandemic continued to develop complicatedly worldwide, significantly affecting TYM's foreign affairs. In the new context, TYM focused on maintaining and strengthening relationships with international partners via online form, while strictly managing the organization of events involving foreign elements. As a result, TYM's external affairs were remained in a stable and safe manner, achieved remarkable results, and continued to effectively support TYM's overall operation.

TYM maintained regular information exchange with traditional partners, especially sharing of experience to keep on normal operation under the complicated developments of the Covid-19, through bilateral and multilateral platforms. TYM actively participated in the cooperation of the VWU with international partners; proposed initiatives for the effective implementation of the microfinance development project between the VWU and the German Sparkassenstiftung (DSIK). The program "Enhancing the digital capabilities of TYM members" implemented jointly between TYM and the Asia Foundation Representative Office in Vietnam completed the training for nearly 64,900 members and their husbands/children; many of them became more confident to apply digital technology in their work and real life.

Projects were managed strictly and effectively, ensuring commitments to donors and compliance with legal regulations. The

Rabobank Foundation funded project "Supporting members to pilot cooperative model", phase 3 ending in April 2021 promoted and diversified the channels to introduce and offer products of TYM members through the chain of outlets located at some of TYM's offices. The Whole Planet Foundation funded project "Supporting TYM to expand its operations in Thai Binh, Bac Giang", which ended in December 2021, was also successful when TYM was approved by the State Bank of Vietnam to establish branches in both Bac Giang and Thai Binh provinces.

TYM continued to expand the network of foreign partners in the capital market with high transparency and compliance. In 2021, TYM availed a total of VND 176 billion from international partners. This is an important source to support women with additional funding for production and business development, contributing to improving economic conditions and quality of life, and at the same time to maintaining stable liquidity for TYM.

It can be said that international cooperation has contributed to TYM's operational expansion, organizational and staff capacity improvement, and service diversification. These are the important prerequisites for TYM to develop an action plan to implement Resolution 18/NQ-BCH dated January 8th, 2021 of the Executive Board of the VWU on Support for Women's International Integration until 2030.

2022 PLAN

Main activities 2022

Theme of the year: 30 years of TYM's Story Dedication & Commitment

1. Promoting capacity building, business development support to women, in association with implementing the Resolution of the 13th National Women's Congress.
2. Synchronously deploying measures to support members affected by the Covid-19 pandemic in order to quickly stabilize production and business as well as adapt to the new situation.
3. Keeping on expansion to new areas, attracting more members, improving operational efficiency in existing areas. Striving to reach 190,000 members and clients and loan outstanding of VND 2,463 billion.
4. Improving products and services integrated with technological application to improve labor productivity and service quality, keeping on the development and standardization of procedures on the corebanking platform.
5. Being proactive in and strengthening risk management and internal control to ensure strict compliance in TYM's operations.
6. Organizing a series of special activities to celebrate 30 years of TYM's operation, sharing the 30-year story of microfinance of the VWU.

Towards 30 years of TYM's Story (1992-2022)



Welcome 30 YEARS OF TYM'S STORY!

2022 is an important milestone for TYM, marking 30 years of establishment and development of the first licensed microfinance institution in Vietnam and 30 years of microfinance of the VWU. With the message "Dedication & Commitment", TYM expects to share the story of a microfinance institution that has been always loyal to the mission of supporting women regardless of the past, the present, or the future. It is also the story of the people who have trusted and stayed with TYM, contributing for a strong institution as of today.

On the occasion of its 30 years of operation, in 2022, TYM will implement various meaningful activities to celebrate this milestone and

express gratitude to TYM members, staff, the WUs at all levels and those who have been accompanying and supporting TYM during the past journey. A variety of activities will be organized to appreciate TYM members and staff, and at the same time to share the image of a dedicated and committed institution to the public and the community. This is also an important year for TYM to look back and evaluate the past journey full of difficulties and challenges that it has gone through with strong commitment, determination, and resilience. Since then, TYM has affirmed a solid foundation and set out a strategy for the next phase of development with the highest excitement and aspiration.

SCAN ME





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