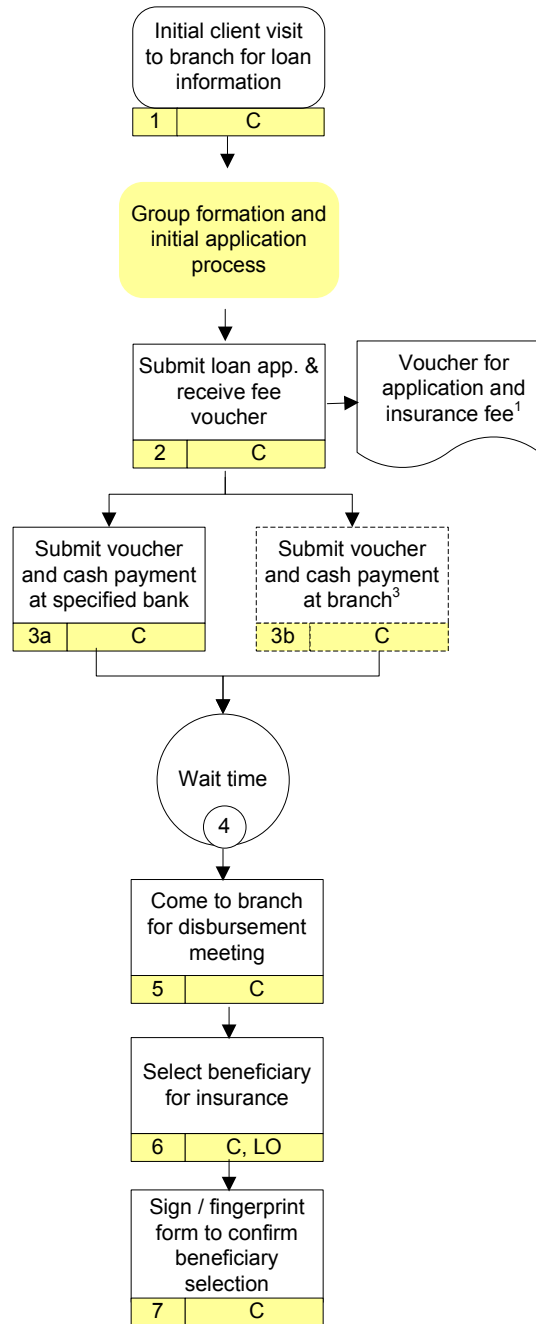


Process for Credit Life Insurance: Client Enrollment

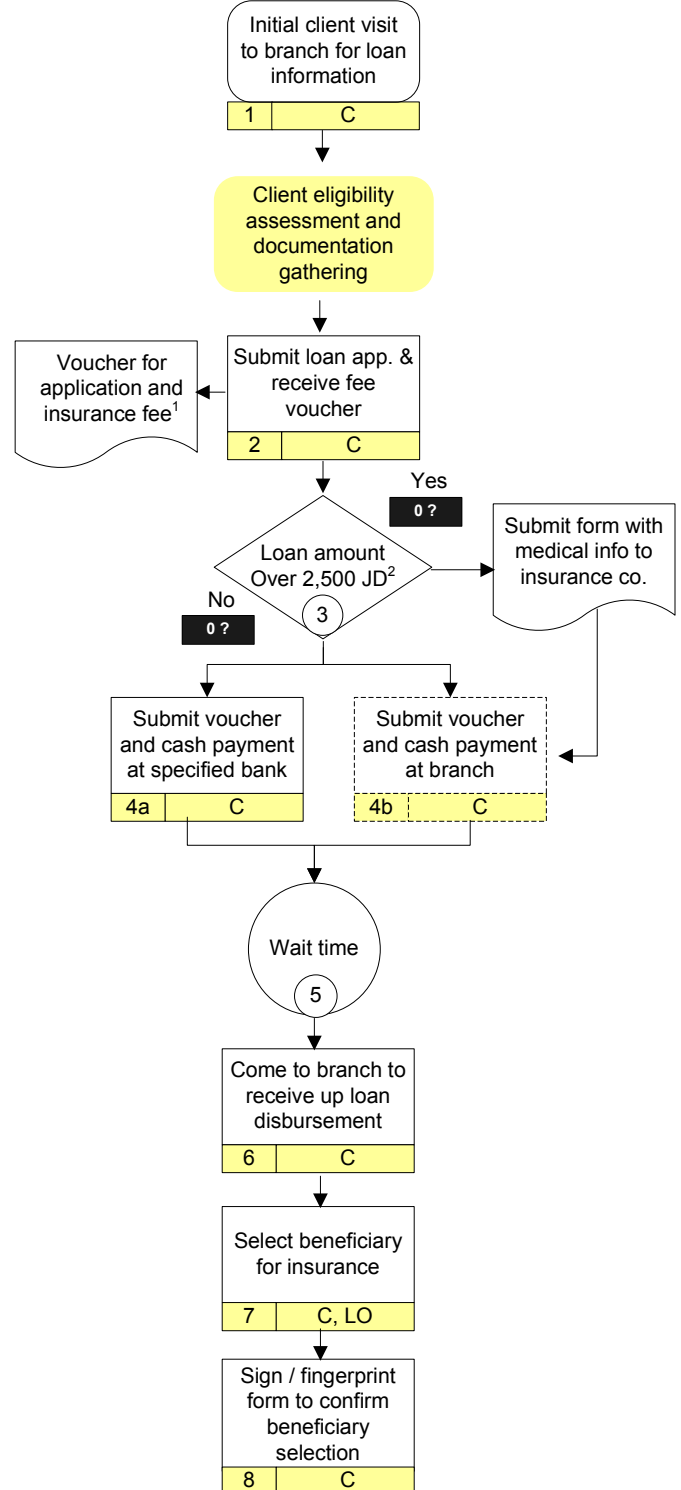
Group Loans

Process from client perspective



Individual Loans

Process from client perspective

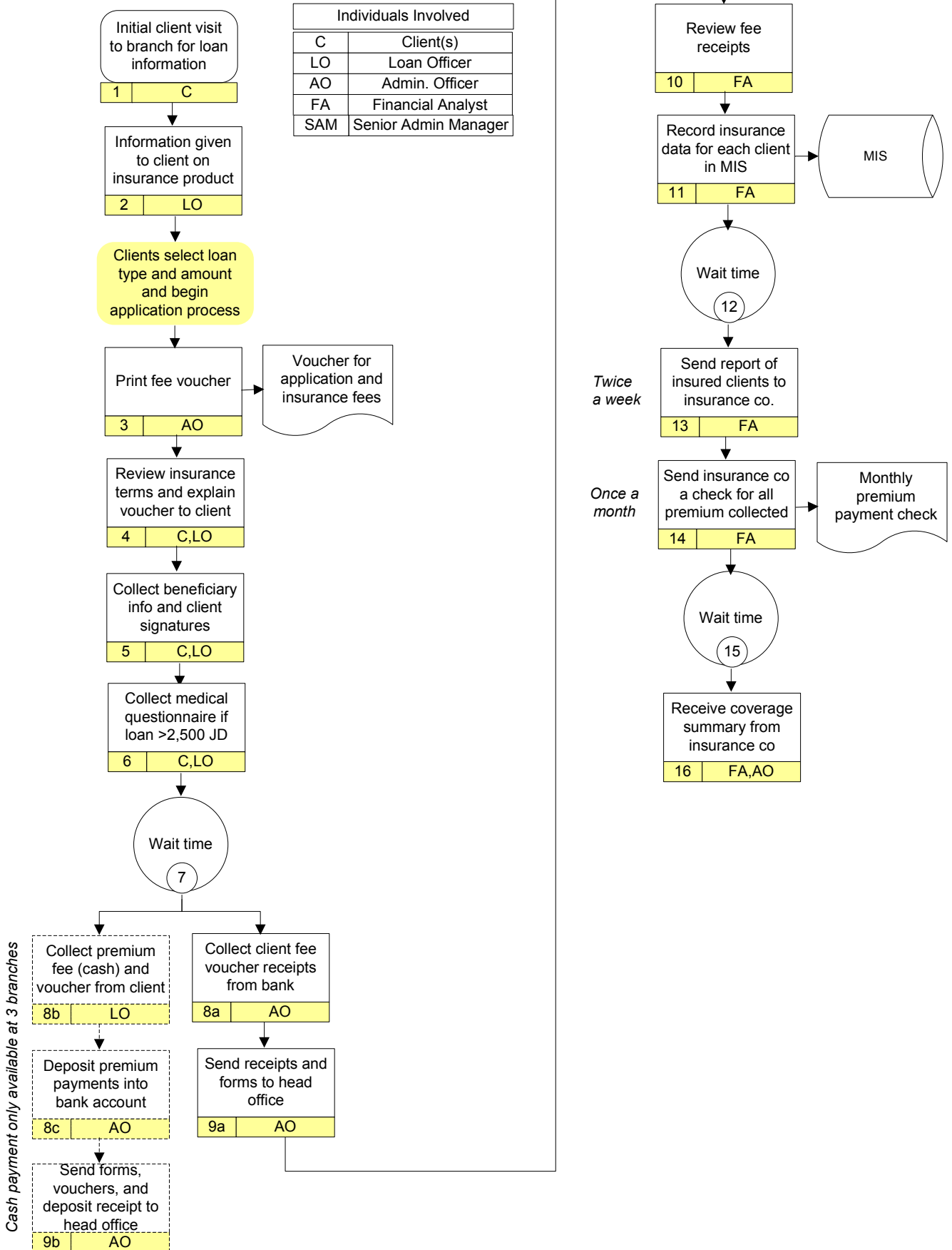


Notes:

1: The fee voucher is a slip of paper that contains the amount to be paid for the application fee and insurance premium. It also includes information such as the bank where the deposit should be made and MFW's account number at that bank. Clients will then go the specified bank and submit the voucher and fee payment (cash). The money is directly deposited in MFW's bank account and a copy of the voucher is retained for MFW's documentation purposes.

2: Insurance applications are never necessary for group loans because no single client will ever borrow more than 2,500 in a group loan set-up
 3: Cash payments are only available at 3 branches. MFW is currently piloting this system and hope for a full roll out by year end.

Credit Life Insurance: Client Enrollment



Process for Credit Life Insurance: Claims Administration

Tasks Completed at Branch

Tasks Completed at Head Office

