

## TABLE OF CONTENTS

TABLE OF CONTENTS	2
MESSAGE FROM CHAIRPERSON OF BOARD OF DIRECTORS	3
ORGANIZATION PROFILE	4
MISSION - VISION	5
5 OUTSTANDING EVENTS OF THE YEAR	6
PERFORMANCE RESULTS	7
1. Results of one-year transformation	7
2. Maintenance of the current products, provision of the new savings products.	8
3. Member training and community activities	10
4. Continued success in Microentrepreneur awards	12
A success story	13
2012 ACTION PLAN	14
2012 TRAINING PLAN	15
OPERATIONAL AND FINANCIAL HIGHLIGHTS	16
TYM'S DONORS AND PARTNERS	17
NETWORKS WITH TYM'S PARTICIPATION	18
ORGANIZATIONAL CHART	19

# Message

## From Chairperson of Board of Directors

2011 was the first year of TYM operating under the Licence granted by State Bank of Vietnam. TYM has proven that it deserved to become the first official microfinance institution of Vietnam. It has fulfilled all, sometimes hard, requirements and regulations, strengthened its organization, further professionalized its operations, boosted the qualifications of its staff. But most importantly, despite an environment characterized by high inflation and financial uncertainties, TYM continued and even expanded its services for its members, the poor and low income women. TYM's new name - "Tinh Thuong One-member Limited Liability Microfinance Institution" - may be longer now, but the access to financial services for thousands of Vietnamese women remains short, easy and affordable. More than 300 young and devoted staff of TYM ride their bikes to villages and hamlets every day, whether rains are pouring or the sun is burning, to collect savings and loan repayments, disburse loans and make insurance payments. The number of clients increased from 55,146 to 73,246 and now includes 130 savers who are not members of TYM. TYM started an education campaign to promote and develop a habit of safe, attractive and at the same time socially responsible savings.



**Madam Nguyen Thi Kim Thuy**  
**Standing Vice - President of Vietnam Women's Union**  
**TYM's Chairperson of the BOD**

It is no coincidence that after receiving its Licence, TYM more than ever strengthened its social responsibility. New branches were opened in the mountainous areas of Phu Tho Province and in poor coastal areas of Nam Dinh, Thanh Hoa and Nghe An Provinces. All the members in these areas participate in training courses on financial and business skills, gender and environment. A program to combine savings with education on health and the provision of voluntary health insurance cards was piloted successfully and is now being rolled out to all branches of TYM. TYM adopted a Client Protection Policy and an Environmental Protection Policy. For the first time, TYM implemented a program on financial services for families living with HIV. All these activities are carried out in close cooperation with the local Women's Union branches. They prove that TYM is in no danger of being commercialized or losing its focus, but to the contrary, remains loyal to its social mission.

Many things remain to be done, and new challenges will arise. TYM's staff needs to further improve their skills, at the same time TYM must empower its members and share its experience with other microfinance organizations. The new TYM Training Center will aim at covering these needs. A major challenge is the access to refinancing sources to ensure the increasing needs of its clients. Savings will have to play a major role, but it would be desirable that SBV or the Government facilitates TYM's access to the domestic financial markets as well. The Government should also reconsider the current corporate income tax rate of 25%. TYM is proud to be a major taxpayer now, but the fund would perhaps be better used to expand services to even more poor clients.

Going into its 20th year, TYM is a strong and reliable partner of the poor and low income women of Vietnam and a showcase of success for the Vietnam Women's Union ahead of its XI. National Congress.

### CHAIRPERSON OF THE BOARD OF DIRECTORS

A handwritten signature in black ink, appearing to read 'Thuy', with a horizontal line extending to the right.

**Nguyen Thi Kim Thuy**

## ORGANIZATION PROFILE

### Overview

Name of the organization:	TYM
Core values:	Committed - Creative - Competent
Owner:	Vietnam Women's Union
Chairperson of BOD:	Nguyen Thi Kim Thuy
General Director:	Ho Thi Quy
Head Office:	Building B, 20 Thuy Khue, Tay Ho, Hanoi
Tel:	(84-4) 3 728 1070 - 3 728 1003
Fax:	(84-4) 3 728 1071
Website:	<a href="http://www.tymfund.org.vn">www.tymfund.org.vn</a>

### 2010 Rating highlights from the report by Planet Rating:

Outlook:	Stable
GIRAFE Rating:	"B++" Investment Grade
Social Performance Rating:	4- (in the scale from "1-" to "5+")
Financial Inclusion:	3+
Client Protection:	3+
Human Resource Policies:	4-
Social Change:	***

# Mission and Vision

## *Mission*

**Improve the quality of life of poor women by providing credit and savings, creating favourable conditions for their participation in socio-economic activities and enhancing their role in society.**

## *Vision*

**A leading microfinance institution model, rooted in Vietnam Women's Union, to provide poor and low-income households with the best microfinance services**

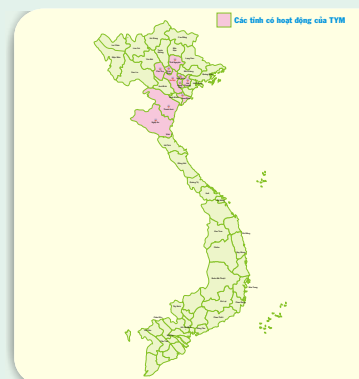


# 5 Outstanding events

## Of the year

### 1 Successfully transforming and expanding the network

Targeting at growth as well as safe, effective and sustainable development, in 2011 TYM fast and comprehensively transformed its network, improving the mechanism of management and governance, and strengthening core staff throughout the network. As per end December 2011, 17 branches and 28 transaction offices of TYM in 10 provinces/cities were licensed and registered as required by Law; 2,190 transaction points were maintained and expanded in communes and alleys; 98,865 turns of members were provided with microfinance services and training courses/sessions.



### 2 Providing people infected or affected by HIV/AIDS with microfinance services

In April 2011, TYM, together with Family Health International (FHI) and Chemonics signed the Project agreement about the cooperation among three parties in the provision of microfinance services for women infected or affected by HIV/AIDS. TYM participated in this project, showing its commitment to enhance its social responsibility in parallel with the formalization.



### 3 Starting savings mobilization from the public

In June 2011, TYM started its communication campaign with the purposes of building up and boosting the savings habits in the communities with safe and convenient savings scheme and at the same time, raising the communities' social responsibility. To support TYM's first savings campaign after the formalization, and to help create more chances of capital access for the poor women, most of the leaders and staff of Central Vietnam Women's Union and TYM have joined the emulation movement to "save for poor women".

### 4 TYM member - the only Vietnamese person granted the International microfinance award

2011 saw the first time TYM sent the application profile for its members to the 4th Edition of International Microfinance Award, a prestigious prize organized by Planet Finance. Proudly, Mrs. Duong Thi Tuyet, TYM's member, was selected to be one of the 7 laureates of the award in the item of "Arts and handicraft" and was invited to Paris, France for the celebration. This event has helped highlight Vietnam's microfinance on the international microfinance map.



### 5 Offering loans at preferred interest rate together with training to ethnic minorities in mountainous areas

In order to support the ethnic women to start up their business, 2011 was the first time when TYM applied the preferred policies for members in two mountainous districts of Thanh Son and Tam Nong (Phu Tho). The policies include preferred interest rate for loans, with the training on two topics of Sanitation and clean water, and Gender and business. They were the comprehensive efforts to help ethnic women access knowledge and capital to escape poverty.



# 2011 Performance results

## 1. Results of one - year transformation of network and human resources

In June 2011, 4 months after piloting the new model in Branch Bac Ninh 1, TYM evaluated and decided to roll out this model into other branches. As of end 2011, TYM had 17 branches with 28 transaction offices, which are licensed by the State Bank of Vietnam, in 10 provinces, 38 districts and 293 wards/communes. During the transformation process, TYM has coped up with certain challenges:

**1.** After the transformation, TYM was required to pay the enterprise income tax of 25%. Due to this unsuitable tax amount, the working capital of TYM is affected, resulting in the difficulties to expand its network and access to the poor.

**2.** The pause imposed by SBV in licensing for transaction offices of TYM from May 2011 to November 2011 caused the transformation of most TYM transaction offices into the new model to be delayed or even suspended, causing difficulties in management.

Coping with such hardship, being the first licensed microfinance institution, TYM has submitted petitions to involved ministries, departments, boards and authorities to approve the tax exemption for microfinance institutions. If approved, TYM could re-invest its profits, increase its working capital and expand its outreach to more poor women nationwide. Furthermore, TYM also submitted a proposal to the State Bank's Governor to allow the opening of transaction offices, which were previously TYM's branches. As of November 2011, the Governor has directed the provinces of Nam Dinh, Thanh Hoa, Nghe An, Phu Tho and Thai Nguyen to continue approving the opening of TYM transaction offices.

In June 2011, together with the network transformation, TYM re-evaluated its branch management staff and accountants. In order to increase efficiency, TYM shuffled some field managers to new areas as well as moved them into other positions. The accounting positions were evaluated; as a result, some accountants were appointed to become technical officers, meanwhile new accountants with university degrees were recruited. This was a hard and painful reorganization, but targeting a joint goal of "a sustainable and professional TYM". Moreover, even for the recruitment of technical officers, TYM gave priority to candidates holding regular university and

college degree certificates. Thanks to all these changes, the staff quality has improved considerably.

Not only putting emphasis on the input quality of staff, TYM has also provided chances for staff to enhance their capacity. In its 33 internal training courses, TYM offered new topics for staff training, including strategic planning, internal control, document composition skills, customer care services, training on HIV/AIDS, or on knowledge about ethnic minorities. Furthermore, TYM also tried to invite external trainers and international professors from Germany, the Netherlands, the Philippines and other countries to deliver its courses. Especially, in September and October 2011, TYM conducted a training campaign on risk management and savings mobilization for staff all over the network, creating the learning atmosphere TYM-wide. Besides training for its staff, TYM also granted 26 scholarships for staff from other microfinance institutions, helping them with chances to learn and share experiences with TYM staff.

In addition to this, TYM also created opportunities for its staff participating in workshops, seminars, training courses and study tours in other countries. From TYM's Head office, one more staff was sent to the Philippines for the master course at CMDI, bringing the number of master holders and master candidates in TYM to 8 people. In the field, tens of staff have been supported with tuition fees for their university enrolment.

With the efforts of TYM in 2011, TYM has stepped up to lots of changes, making great improvements for the organization. However, the goal of its development has never changed: *To continue professionalizing itself for the benefits of the communities.*

Number of branches	: 17
Number of transaction offices	: 28
Number of transaction points	: 2,190
Number of members	: 73,246
Number of staff	: 340
Number of Head office staff	: 36
Number of Technical officers	: 220
Number of new officers in 2011	: 79
Turn-over rate	: 1.2%
Turns of staff trained	: 823



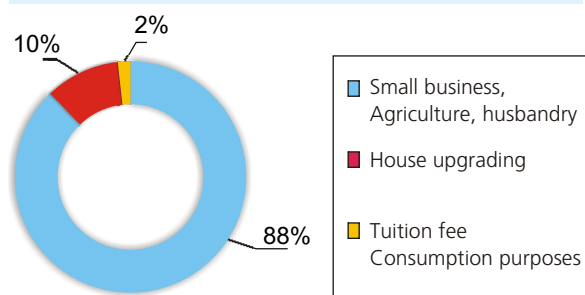
# 2011 Performance results

## 2. Maintenance of the current products, provision of the new savings products

### *Credit products:*

In 2011, TYM continued providing three main loan products, which were general loan, long-term loan and multi-purpose loans with the loan sizes ranging from 1 to 25 million Vietnam Dong. However, the loan features have been improved in response to the demands of members. The tenors of 25 weeks and 70 weeks were respectively added for general loans and long-term loans. Moreover, the multi-purpose loan has 2 tenors of 20 and 25 weeks. Thanks to these changes, TYM members had more chances to choose the best suited products to their projects. Thus, in 2011, TYM disbursed in total 717.6 billion Dong for 98,865 turns of members, equivalent to 104% of the capital plan and making an increase of 203.4 billion Vietnam Dong in comparison with that in 2010. Despite the increasing disbursement, the instalment repayment with strict. Good loan appraisal, together with integrated community activities, has helped TYM to continuously maintain its repayment rate of 99.94%.

Chart of TYM's loan use



### *Savings products*

Thanks to the license of the State Bank of Vietnam, TYM had the chance to improve the voluntary savings products and mobilize savings from the public. In 2011, TYM introduced 3 new savings products for all the clients, which were term-deposit, regular savings and health insurance savings.

The savings products were designed with some common features:

- The products were convenient: members were allowed to save in small amounts through simple collection-withdrawal procedures.
- The products were targeted at a wide scope of members: TYM savings are suitable for the poor. Thus, they were not only attractive to members with idle money

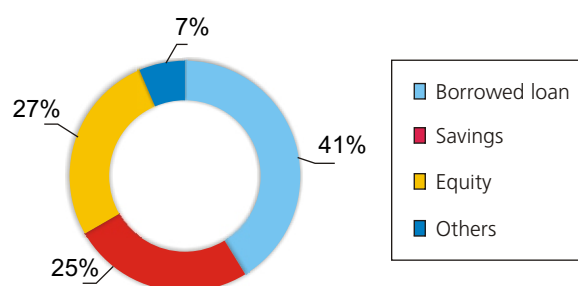


# 2011 Performance results

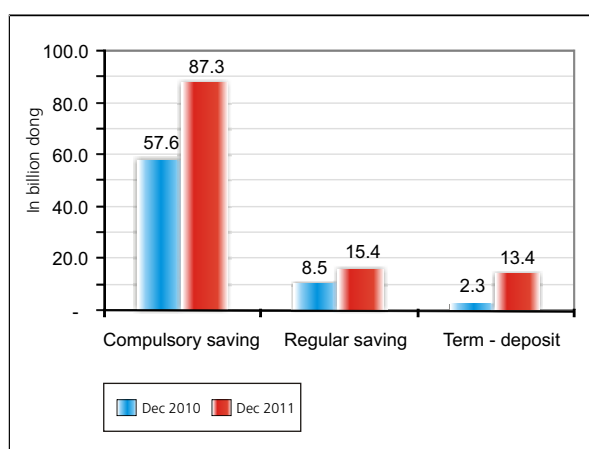
but also become the choice of members with demands for regular savings or small-amount savings. Hopefully, with such products, TYM will create among the public a savings habit and somehow reduce the burden for savers in cases of emergency.

As of the end of 2011, the number of savers increased by 20,663, leading to the raise of 51.8 billion Vietnam Dong in the savings balance in comparison with such criteria in 2010. It is especially noteworthy that 2011 witnessed a significant movement for savings not only among members and clients, but also among Vietnam Women's Union staff and TYM staff. Thanks to the savings amount mobilized, over 5,000 poor VWU members had chances to access loans.

## Chart of Funding Structure



## Growth of TYM savings balance



## TYM savers - What have they thought?

"Previously, when I had some idle money, I used to buy gold rings or put it into my bank account. In September 2011, I was introduced by TYM staff about its new term-deposit with such convenience that I really liked it. Thus, I decided to save money in TYM, because TYM staff are always close and enthusiastic. Moreover, I have been participating with TYM for over 10 years already. I really believe in its operations."

*Ms. Ho Thi Hiep - TYM Nghi Loc, Nghe An*

"My savings balance now has mounted to nearly 15 million VND for both term-deposit and regular savings. Some of the other members said that I was not wise when I save in TYM with lower interest rate than other credit organizations. But I think, despite the higher savings interest rate they offer, banks never accept some thousands of weekly savings. Added to this, they are not as friendly as TYM staff; their procedures are not as convenient as TYM's services. More importantly, I believe that we should support the people who helped us. Thanks to the loans in the past, I could escape poverty and improve our life. Now, when I have some idle money, I put it into TYM so that other poor women could have more chances to get loans."

*Ms. Dinh Thi Thanh Hai - TYM Nghi Loc, Nghe An*

"TYM has been helping us to save with even as little as 5,000VND. Hardly any other organizations in this area would do this. Before saving in TYM, we had not known what to do with such small amount, but when we saved here, after 1-2 years, we had enough money to prepare for our children's tuition fee at the beginning of the new school year. Up to now, 90% of the members in our center are using regular savings from VND 5,000 to 100,000 per week."

*Center 8 - TYM Song Cong, Thai Nguyen*



# 2011 Performance results

## 3. Member training and community activities

*Training on management and chairing skills for 3,358 turns of center leaders*



*Training on risk management, microinsurance, gender and business, clean water and sanitation, health education for nearly 14,700 turns of members.*



*TYM gave 200 presents to disadvantaged members, with the total value of over 100 million VND*



# 2011 Performance results



*TYM organized cultural activities to celebrate such occasions as the International Women's Day or Vietnamese Women's Day*



*TYM granted 160 scholarships to children of the members with excellent study results and boarding ethnic students in Bao Lam district, Cao Bang province.*



*TYM gave presents to center leaders*

# 2011 Performance results

## 4. Continued success in Citi Microentrepreneurship Award

2011 has been the fifth year that TYM continued sending applications of its members and technical officers to Citi Microentrepreneurship Award, co-organized by Vietnam Microfinance Working Group, Citi Foundation and the State Bank of Vietnam. In this year's award, TYM members and staff won 9 prizes for outstanding microentrepreneurs and 3 awards for excellent technical officers. Besides, TYM's contribution to microfinance was recognized with the "Microfinance institution of the year" award.

Also in this year, TYM for the first time sent its member application profiles to the International Microfinance Award, organized by Planet Finance. Mrs. Duong Thi Tuyet, member of TYM Y Yen, Nam Dinh became the first Vietnamese microentrepreneur who won this prestigious prize. Her success story was not only the honour of TYM but also the pride of Vietnam Microfinance. This award has made Vietnamese microfinance known to worldwide friends and partners.

I	International microentrepreneur	
1	Duong Thi Tuyet	Lam commune, Y Yen district, Nam Dinh province
II	Outstanding microentrepreneurs	
1	Ngo Thi Dao	Yen Nhan commune, Y Yen district, Nam Dinh province
2	Nguyen Thi Loan	Hung Trung commune, Hung Nguyen district, Nghe An province
3	Nguyen Thi Tinh	Nghi Thiet commune, Nghi Loc district, Nghe An province
4	Nguyen Thi Xuan	Da Son commune, Do Luong district, Nghe An province
5	Le Thi Tuyet	Hung An commune, Kinh Dong district, Hung Yen province
6	Duong Thi Lien	Minh Phu commune, Soc Son district, Hanoi city
7	Nguyen Thi Xuan	Ba Hien commune, Binh Xuyen district, Vinh Phuc province
8	Vu Thi Dao	Vinh Hao commune, Vu Ban district, Nam Dinh province
9	Tran Thi Xoan	Yen Tri commune, Y Yen district, Nam Dinh province
III	Excellent Credit Officers	
1	Nguyen Thi Hong Van	Transaction Office 1, TYM Vinh Phuc - Vinh Phuc province
2	Pham Van Tuan	Transaction Office 2, TYM Y Yen - Nam Dinh province
3	Nguyen Thi Bich Lan	Transaction Office 3, TYM Soc Son - Hanoi



### Vietnamese Master craftswoman winning the International Microfinance Award

The evening of 5th December 2011 saw the honour of Mrs. Duong Thi Tuyet, a Vietnamese copper caster, when she was granted with the prize of "Arts and Craft" in Louvre, in the 4th Edition International Microfinance Award by Planet Finance (the network that supports disadvantaged people in over 80 countries worldwide with small loans). Mrs. Tuyet is TYM's microcredit client in Y Yen branch, Nam Dinh. This award is the encouragement and the acknowledgement for the efforts of a poor craft woman, who wished to preserve the traditional art craft and create jobs for the locals.

Mrs. Tuyet was born, grew up and got married in Lam town, Y Yen district, Nam Dinh - a small village that has been a long time famous for the art craft of copper casting. Her husband, Nguyen Huu Quyet, is the fifth generation in the family that works as copper casting craftsman. Currently, they are running a famous copper casting workshop in the locality, with 10 full-time workers. Looking at their achievements now with a threestorey house, a busy copper casting workshop and diversified products like sophisticated copper statues, incense burners, no one can imagine that this family was previously categorized as poor household of the commune.

In 1998, TYM started its operation in Lam town, Y Yen, Nam Dinh. Upon being introduced to the features of the loans, and being consulted about the project implementation, Tuyet discussed with her husband then applied for the first loan. Their very first loan from TYM was only VND 500,000, which, however, supported



Mrs. Tuyet gave her present to  
Madam Bokova UNESCO Director-General



considerably for the family economics. They could afford the materials for the first cast, which were some recycled copper from the local women collectors. Thanks to this first small loan, the casts brought small profits for the family. Some benefits were re-invested to the next casts. Gradually, until the end of the first loan cycle, her family got the income of VND 10 million, which was quite a large amount at that moment.

With more capital, creation and skills, Tuyet and her family tried launching some other products and models. At first, the products got some defects, and had to be re-casted, but later, the copper vases, unicorns and the worshipping objects became a success, attracting everyone's looks. The products of the family were then transported to other provinces like Quang Ninh or Hanoi. With TYM's loans, Tuyet's family could purchase more materials, machines and hire more employees to develop the workshop. By now, their family's income is estimated around VND 700 million, with the sales of about 15,000-20,000 products, generating the net profit of VND 100 million.

Proved not only by the revenue, Tuyet's success is also counted by its contribution to the reservation of the traditional art craft of Vietnam, and at the same time the creation of jobs for local youth. By the way, her work also helps her actively participate in social activities and charities in her hometown.

Mrs. Tuyet is one of tens of thousands of women in Vietnam, who could escape poverty in sustainable basis thanks to TYM's micro-credits.

# 2012 Working plan

*For 2012, the year of 20th anniversary; the second year to conduct the 2011-2015 expansion business plan; the first year to implement the XI Women's National Congress Resolution, TYM has decided its main targets and actions:*

**1.** To continue offering sustainable microfinance services to 95,000 poor and low-income women, with more consideration to ethnic women, women infected/affected by HIV/AIDS, and marginalized women.

**2.** To put great effort in its funding mobilization to expand its operations, with emphasis on savings mobilization (expectedly, TYM would achieve the ratio of saving/loan portfolio to be 50% by 2015), and getting access to domestic and international credit organizations.

**3.** To conduct researches and implement special tools (including PPI The Progress out of Poverty Index or others) to track its social impact (Social Performance Management-SPM).

**4.** To continue supporting communities where it operates with its traditional activities, including building Affectionate houses, helping disadvantaged members, granting scholarships for members' children with excellent school records, organizing festivals to celebrate the 20th anniversary.

**5.** To carry on with training activities with such topics as savings, basic financial and business skills, health education and sanitation for members.

**6.** To step by step implement the plan for establishment of TYM Center of Training and Consultancy. Such training center would serve TYM staff and members, at the same time, it would deliver training services to other MFI's.

**7.** To upgrade and run the software network of TYM, in order to better manage TYM's activities.

**8.** To build and upgrade TYM branch offices, creating convenient transaction places for members and building a trustworthy image among local savers.

*years of TYM*  
**1992 - 2012**



# 2012 Training plan

Expected time	Contents	Target participants
<b>1. Staff training</b>		
February	TMS Software	TYM staff
February	Basic and Advanced Office software skills	TYM staff
February, March, April	Health Education	TYM staff, staff from other MFI's
March	Chairing and facilitation skills	TYM staff, staff from other MFI's
March	TOT about Gender and Business	TYM staff, staff from other MFI's
March, April, May	Market research skills	TYM staff, staff from other MFI's
May	Leadership skills	TYM staff, staff from other MFI's
May	Human resource management	TYM staff, staff from other MFI's
June	Internal Control	TYM staff
June	Communication skills for leaders	TYM staff, staff from other MFI's
July, August, September	Client protection	TYM staff, staff from other MFI's
August	Cash flow planning	TYM staff
September	Strategic planning	TYM staff, staff from other MFIs
October	Training for new staff	TYM staff
October	Organizational culture	TYM staff, staff from other MFI's
November	Composition skills	TYM staff
November	Problem-solving and decision-making skills	TYM staff, staff from other MFI's
November	Risk and portfolio quality management	TYM staff, staff from other MFI's
November	Communication skills and customer services	TYM staff, staff from other MFI's
November	Loan appraisal and persuasion skills	TYM staff, staff from other MFI's
December	Financial analysis and social indicators analysis	TYM staff
<b>2. Member training</b>		
January	Leadership skills for center leaders	Center leaders
March, April, May	Training for members about savings	TYM members
June, July, August, September	Training for members about Health Education	TYM members
All months	Training for members about Gender and Business	TYM members

# Operational and financial highlights

All amounts in VND '000

Sr	Indicators	31/12/2009 (in VND '000)	2010 (in VND '000)	2011 (in VND '000)	2011 in USD
1	No of Communes	175	225	293	293
2	No of Centers	1,259	1,679	2,190	2,190
3	No of members	40,433	55,146	73,246	73,246
4	No. of insured people	127,456	174,495	230,934	230,934
5	No of offices*	41	45	45	45
6	No of member managers (TO's)	140	160	220	220
7	Total No of staff	233	264	340	340
8	No of members per TO	289	345	333	333
9	Loans Outstanding	181,110,172	281,826,024	419,099,567	20,121,930
10	Average loan amount	4,479	5,111	5,722	275
11	Portfolio at risk (%)	0.03%	0.03%	0.04%	0.04%
12	Savings balance	44,358,981	70,524,453	122,381,027	5,875,794
	<i>Compulsory savings</i>	41,652,639	58,805,177	90,149,239	4,328,272
	<i>Non-term voluntary savings</i>	2,706,342	8,963,176	15,024,354	721,354
	<i>Term deposits</i>		2,756,100	17,207,434	826,168
13	Equity	78,931,304	90,965,724	94,225,948	5,159,192
14	Total assets	219,944,146	313,635,352	447,585,985	21,489,629
15	Net profit according to int'l. rules	15,525,250	16,554,709	5,300,467	254,488
16	Operational self-sufficiency	148%	132%	117%	117%
17	Financial self-sufficiency	106%	101%	89%	89%
	Rate USD - VND	17,941	18,932	20,828	
	Inflation rate	6.9%	9.2%	18.2%	

Note: During the transformation into a licensed MFI in 2010-11, TYM merged some former branches, others were transformed into transaction offices. As a result, the total number of outlets reduced by 10.

# TYM'S DONORS AND PARTNERS

## ORGANIZATIONS

 **Finanzgruppe**  
Sparkassenstiftung für  
internationale Kooperation

**CARD MRI**

**Cordaid** 

 **OIKO  
CREDIT**  
investing in people



**Rabobank**

**Triple  Jump**



**Triodos**

**WHOLE PLANET**  
FOUNDATION®



Janet McKindley & George Miller

## SPONSOR FIELDS

Technical assistance, resident  
management consultant at TYM

Technical assistance to enhance  
TYM operational efficiency.

Technical assistance for staff  
and member training;  
Loan for mountainous and coastal areas.

Technical assistance for staff training;  
Loans for on-lending

Technical assistance for staff training;  
Loans for on-lending

Loans for on-lending

Loans for on-lending

Loan for on-lending to members  
in transaction office/ branch  
of Thai Nguyen province

Loans for on-lending

Support for foreign currency hedging  
for MCE loan



Formalizing microfinance institutions in Vietnam Project; Supporting TYM to expand in mountainous areas for ethnic minorities.



Technical assistance and on-lending loan for Pilot model of micro finance provision for job creation for PLHIV and the affected by HIV.



Technical assistance for Health education at centers. Cooperated with experts from CARD-MRI.



Technical assistance for members in coastal and mountainous areas



Support with presents for disadvantaged members.

## NETWORKS WITH TYM'S PARTICIPATION

### NETWORKS



Vietnam Microfinance Working Group: Participate in its annual activities; TYM representative is Group's president.



MIX Market: Exchange and update information every 6 months.



Smart Campaign: Update information and consult about Client Protection



CGAP: Update information and consult about Poverty standards and operations.



Planet Finance: Participate in the 2011 International Microfinance Award; Consult information and staff training



Grameen Foundation: Consult about operations

# Organizational chart

