



VIETNAM WOMEN'S UNION
TYM



Annual report 2014 TYPICAL MICROFINANCE INSTITUTION PRO-POOR FOCUS



WOMEN PUBLISHING HOUSE

Index

Message from the Chairperson of Board of Directors	3
Vision.....	4
Mission.....	4
Target groups	5
Highlights of 2014.....	6
Operational Results of 2014.....	9
* Supporting members to develop their economies and alleviate poverty	9
1. Credit - Innovative, effective and responsive	9
2. Savings - Reliable and preeminent.....	12
3. Family Mutual Assistance - Humane initiative to protect members at times of risks	12
4. Business Development Services (BDS) - Creative, practical and effective.....	14
5. Community Support Programs - Humane and meaningful.....	16
* Staff Training - Towards a professional organization	19
* International Relations - Trust and sustainable partnership.....	21
Organizational Chart.....	24
TYM coverage map	25
Operational and financial figures	26
Orientation for 2015	27



TYM supports clients in coastal areas with capital and capacity building towards progress out of poverty

MESSAGE FROM THE CHAIRPERSON OF BOARD OF DIRECTORS

In 2014, Vietnam Women's Union (VWU) kept a continuing focus on guiding the implementation of missions defined in the Resolution of the 11th National Women's Congress. It achieved significant results in a variety of activities including communication, education and encouragement for women complying with laws and policies and in upholding fine virtues and in enhancing their capacity and awareness. The results were also reflected via its steering for innovative ways to implement the movement "Building the Family of 5 Without-s and 3 Clean-s" and its effective guidance for the implementation of economic support activities for women. Its achievement could also be seen in the better performance of local WUs through attracting, managing and expanding membership, commending good initiatives practices and models for the rollout of these practices.

Tinh Thuong One-member Limited Liability Microfinance Institution (TYM), with its best efforts, also completed successfully its annual plan; meanwhile, its sustainability was still ensured and all political tasks entrusted by VWU were implemented effectively during 2014.

In 2014, TYM reached 104,376 members with a total portfolio of VND 758 billion. In particular, during the year, TYM supported more than 3,500 members of poor women (defined based on the standards of government) with policy loans with preferential interest rates. TYM also offered savings products to all of its members and over 3,000 other clients with a balance of up to VND 403 billion. These results have contributed to realize the objectives of Resolution of the 11th National Women's Congress.

The 2014 also recorded a lot of clear and positive changes in collaboration between TYM and WUs at all levels. This approach has not only helped improve the performance of TYM's activities but also strengthen the quality and capacity of WUs at the grassroots level, thus attracting more members. The involvement of local WUs has also contributed to further disseminate information about the VWU's activities, particularly the movement of "Building the Family of 5 Without-s and 3 Clean-s", to more than 100,000 members of TYM.

Moreover TYM promoted its capacity building and supports to its clients particularly and the whole community generally through a variety of meaningful activities such as: supporting 14 clients with "Affectionate Houses", adding up the total number of Affectionate Houses to 43; holding 197 trainings on cultivation and breeding techniques, and capital management skills for clients; awarding 307 gifts for members with extreme difficulties or members of families under State preferential treatment policies; awarding 32 scholarships for children of poor members; financing 29 rural structures and facilities; delivering free health care for 5,000 members etc. A total cost for community support activities reached VND 2.3 billion.

All outstanding achievements of TYM for the past year were recognized through the award, "Typical Microfinance Institution Pro-poor Focus" given by the Citi Micro Entrepreneur Awards Program. This result has proved TYM not only as a sustainable microfinance institution operating in full compliance with the law but also a typical institution operating for social objectives for the poor and for the whole community. As such, TYM has fulfilled the mission entrusted by the VWU.

Given remarkable achievements of TYM in 2014, the Chairperson of VWU and the Board of Directors of TYM believe that with dedication and commitment of nearly 400 staff and efforts of TYM's Management Board, TYM would successfully implement the 2015 action plan, thus actively contributing to the success of the Resolution of the 11th National Women's Congress.



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

CHAIRPERSON OF BOARD OF DIRECTORS

A handwritten signature in black ink, appearing to read 'Thị Thanh Hoa', written over a light blue background.

Nguyen Thi Thanh Hoa

VISION

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



Members at Yen Dong commune, Y Yen district, Nam Dinh province receiving loans from TYM's staff

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 roles in the society.



Thanks to TYM's capital, Mrs. Nguyen Thi Dao grows papaya for additional income to send her 02 children to university

TARGET GROUP

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 at center no.6, Hai Hau branch in a center meeting, October 2014.

HIGHLIGHTS

1. TYM proudly reached 100,000 clients on 1 July 2014. To celebrate this milestone, TYM organized a client tribute event. A total of nearly VND 43 million was awarded to 17 clients in 17 branches in 10 provinces covered by TYM. The event showed deep gratitude of TYM to all the women who have trusted and joined efforts with TYM on the path of poverty alleviation and empowerment of Vietnamese women.

2. TYM was honored to receive the award, "Typical Microfinance Institution Pro-poor Focus" under the 2014 Citi Entrepreneur Awards - CMA 2014. It was the recognition of TYM's efforts in support for poor women via various activities such as building and giving 14 "Affectionate Houses" for members with special difficulty circumstances, 32 scholarships "TYM - providing wings to your dreams" for poor members' children, etc. The award also recognized TYM's contribution to the implementation of the project of building and developing a sustainable microfinance system in Vietnam by 2020... its active contribution to poverty alleviation of the country. In 2014, TYM decided not to participate in the best Microfinance Institution Awards.



Mrs. Nguyen Thi Kim Thuy, Vice President of VWU congratulated TYM and its members at the Citi Micro Entrepreneur Awards Ceremony - CMA 2014, December 2014



Mrs. Pham Thi Thuy Linh, TYM's Deputy General Director received the award "Typical Microfinance Institution Pro-poor Focus" under CMA 2014, December 2014



Women at Lang Giang (Bac Giang) listened attentively to the introduction about TYM's operations in a market survey, August 2014

3 ■ TYM expanded its operations to six new areas: During 2014, TYM launched its operations to numerous potential areas including Dong Anh (Hanoi), Thuan Thanh (Bac Ninh), Thai Hoa (Nghe An), Xuan Truong (Nam Dinh), Thai Thuy (Thai Binh), and Lang Giang (Bac Giang). This has been an opportunity for more women accessing financial as well as non-financial services of TYM for economic development, capacity building, awareness raising, and improvement of their living quality; thus contributing to the development of community and society.

4 ■ TYM conducted diversified, impressive, and effective BDS activities: The year 2014 was indeed a thriving year for TYM for enabling a series of activities to support clients to connect to markets and get closer to ultimate consumers. At the beginning of the year, Rural Market Festival organized by TYM in collaboration with Vietnam Women's Museum left a deep impression in the hearts of Hanoi's consumers. After that, there were a variety of other activities such as: Mottainai Festival - "Giving love - Receiving happiness" organized by three organizations including TYM , Women's Museum and Vietnam Women's



Rural Market was reproduced with products of TYM's members at "Market Stories" Exhibition, March 2014

Newspaper ; Fashion Show - a creative way to introduce products of women to consumers in collaboration with partners. At the end of December, TYM continued to work with Center for Women and Development to organize an agricultural fair so as to introduce clean, safe, qualified products of women in different regions to consumers in Hanoi.

5. TYM pilot tested SME loans for mature members and micro enterprises. With the support of IFC and SBFIC, TYM since November 2014 has conducted the pilot testing of SME loans with amounts between VND 31 million and VND 100 million for members who have joined TYM for 5 years with good business activities or who have been owners of micro enterprises. By the end of December, TYM reached 23 members with a total amount of nearly VND 2 billion. The experience and success of this pilot would be the basis for TYM to expand its operations to small enterprises in the future.



TYM's training on SME products for officers, October 2014



Mrs. Nguyen Thi Thanh Hoa, Member of Central Committee, President of Vietnam Women's Union visited a booth of TYM's members at Fashion Show "Creative Micro Entrepreneur - Potentials Unleashed" November 2014

OPERATIONAL RESULTS OF 2014

* SUPPORTING MEMBERS TO DEVELOP THEIR ECONOMIES AND ALLEVIATE POVERTY

1. Credit - *Innovative, effective and responsive*



Women in coastal areas used TYM's capital effectively in many activities such as fishing, sewing of fishnets, production of salt, fishsauce, dried sea foods, etc.



Mrs. Vu Thi Bao (Nghị Loc, Nghe An) (right) got TYM's loans for economic development.

As key activities, TYM has kept on improving its credit activities adapting to the needs and repayment capacity of individuals and families, especially the poor, low-income, and disadvantaged ones.

In 2014, TYM maintained 4 types of loans and piloted a new product - MSE loan.

Four types of loans include: 1) policy loan; 2) economic development loan; 3) consumption loan; and, 4) construction loan.

Regarding policy loan, this is a kind of credit for the poor following the standards of the government. The maximum amount for this loan was raised; and, the interest rate, at the same time, was reduced to 5% per year in mid-2014 to provide poor women with easier access to capital from TYM. After 2 years of implementation, TYM disbursed over 6,529 policy loans with a total amount of VND 68.6 billion, and a portfolio of nearly VND 15 billion.

Especially, in 2014, TYM introduced

a new repayment mechanism on a monthly basis for consumption loans. This type of credit were also quickly responded by clients.

TYM continued to prioritize women with special conditions such as the ones living in/affected by HIV/AIDS, ethnic minority's women, women living in mountainous or remote areas, single women, etc. and be fair and reliable to them in order to help them overcome difficulties. By the end of 2014, TYM disbursed more than 98 loans to women living in/affected by HIV/AIDS with a total loan outstanding of over VND 975 million.

In 2014, TYM started researching and piloting a new product - MSE loans for customers with higher credit demand. TYM has nurtured the idea of this product for long to add value to its services to express its gratitude to the members and retain its mature ones, and, at the same time, to tap new market segment.

After the market research and product design, TYM conducted a training for all staff in two branches of Kim Dong and Phuc Yen, and had a pilot testing in these two branches. By the end of 2014, TYM had 23 MSE members. It is expected that the rollout of the MSE product would be conducted by mid-2015.

Thanks to the continuous improvement of credit product characteristics; and in maintaining superiority of lending mechanism such as free collateral requirement, weekly/monthly small installments, direct disbursement to hands of clients etc. As of December 2014, TYM reached 104,376 members with disbursed amount of up to VND 1,381 billion and a portfolio of over VND 758 billion. The repayment rate was 99.98%.



Thanks to TYM's capital, Mrs. Tra Thi Loan (Thanh Son, Phu Tho) purchased more goods for her groceries store.

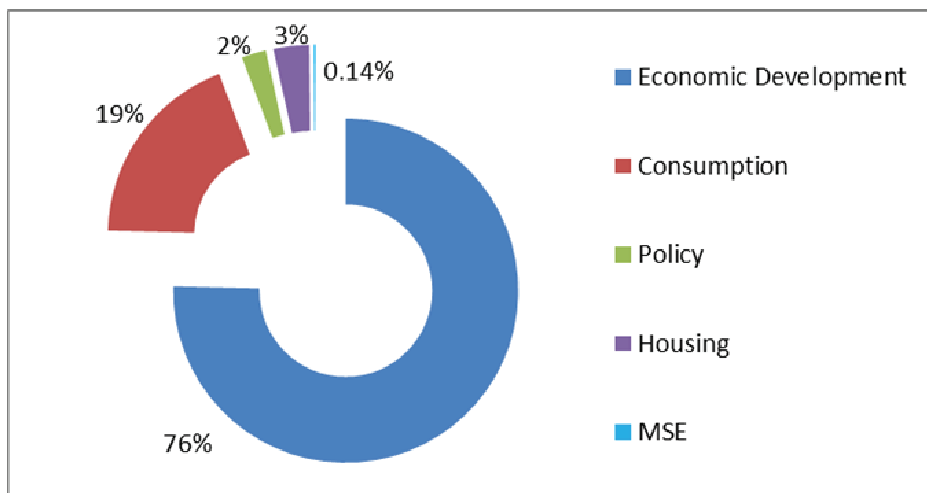


Figure 1. Loan product composition

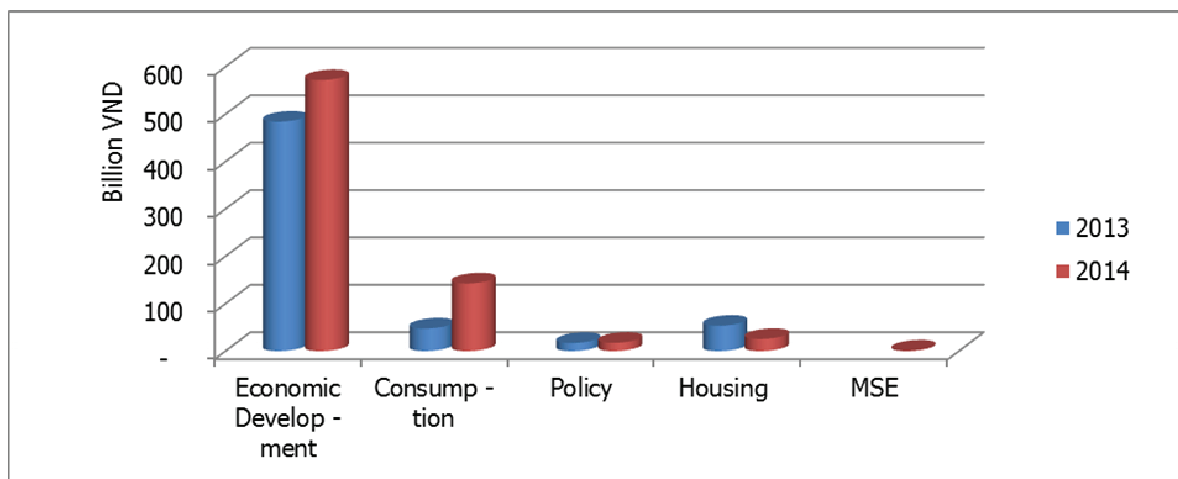


Figure 2. Loan portfolio growth (2014-2013)

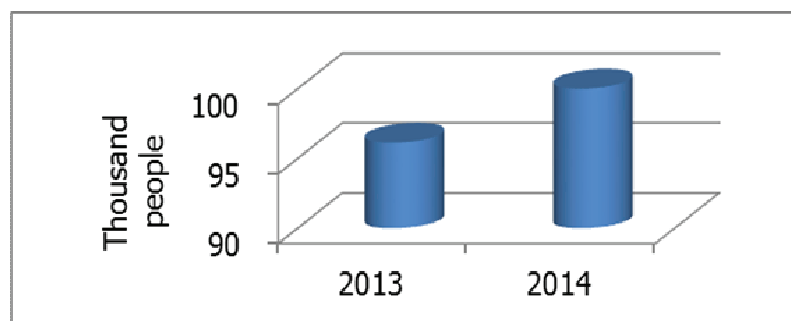


Figure 3. Client growth rate (2014-2013, unit: thousand)

2. Savings - *Reliable and preeminent*

Maintaining the savings habit is always a smart solution which should be carried out parallel with credit and other financial activities. Savings would help women become proactive to resolve financial risks as well as to contribute to sustainable economic development, thus increasing their income.

With advantages such as diversification of savings terms and amounts, competitive interest rates of even higher than some banks, small savings accepted and easy and convenient procedures for depositing and withdrawing, etc., TYM's saving products have been increasingly attracting more and more clients. In 2014, TYM mobilized more than VND 402 billion i.e. an increase of 44% within one year. The ratio of savings over outstanding loans reached 53%.



TYM's staff collected savings and installments, and disseminated information and knowledge at members' hometown.

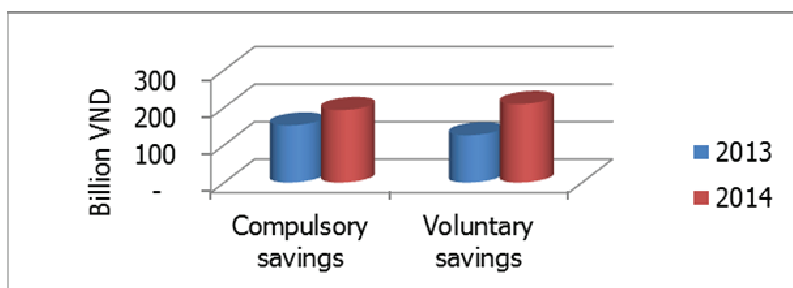


Figure 4. Savings growth (2014 - 2013, unit: billion VND)

3. Family mutual assistance - *Humane initiative to protect members from risks*

To help women, especially poor and disadvantaged ones, to make progress out of poverty, it is important to offer a comprehensive solution.

It is always required a comprehensive solution for sustainable poverty reduction for women, especially poor and vulnerable ones. Credit helps women with capital for economic development; savings helps them building their own equity; and

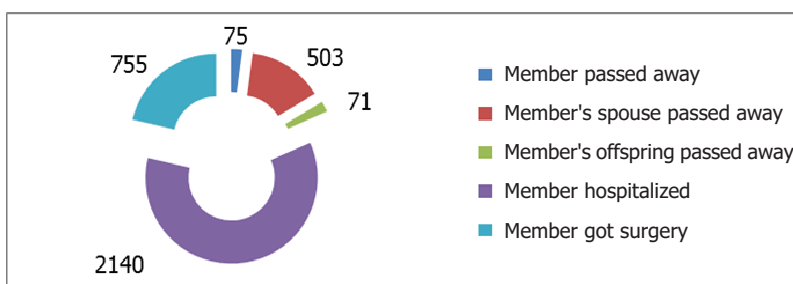


Figure 5. Insured cases in 2014

mutual assistance contributes to overcome difficulties and unfortunate risks in life.

The Family Mutual Assistance of TYM has been a source of support for clients to overcome risks in life such as sickness, accidents, etc. The mutual support among members has helped the members strengthened their solidarity and at the same time made TYM more outstanding and more competitive in comparison with other microfinance programs and banks.

In 2014, a total of 3,544 cases benefited from Mutual Assistance with a total amount of VND 3.15 billion.

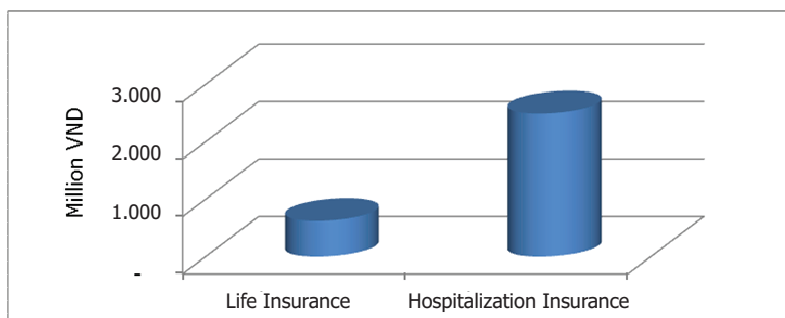


Figure 6. Mutual assistance amount in 2014 (Unit: million VND)



Director of Bac Ninh Branch - TYM handed family mutual assistance grant to Ms. Nguyen Thi Xuan (center no. 48, Bac Ninh City)



Staff of Soc Son Branch - TYM awarded family mutual assistance grant to the family of Mrs. Ngo Thi Giang (center no. 21, Soc Son District, Hanoi)



TYM's clients practised bookkeeping and management skills in a training class

4. Business development services (BDS) - Creative, practical and effective

Initiated since 2012, TYM's BDS have supported numerous clients in production improvement and development, market linkage, and increase of sales through various activities such as professional training, consulting, technical support, capacity building, establishment of same-interest groups, organization of various programs, fairs for their products, and development of outlets, network etc.

In 2014, there were many BDS activities conducted. Clean, safe, high quality products of TYM's members were brought to the Trade Union shop of VWU at 39 Hang Chuoi Street and other TYM's outlets in two branches, Thanh Hoa and Hung Nguyen (Nghe An). It was also an active year when TYM promoted clients' products in big exhibitions and trade fairs in Hanoi, to name a few: "Rural Market" (March 2014), Mottainai (October 2014), Fashion Show "Creative Micro Entrepreneur - Potential Unleashed " (November 2014), Agricultural Fair (December 2014). Thereby, TYM has helped over 50 households of members to introduce and sell their products to markets with more than 3 tons of agricultural products, dry food, crafts and fine art items including rice, vegetables, tea, fish sauce, peanuts, rice paper, bronze, crystal flower vases, etc.

TYM has supported members in establishment of 3 interest groups comprising of tea (Thanh Son, Phu Tho), clean vegetable (Phu Binh, Thai Nguyen), and fishsauce (Cua Lo, Nghe An). For these 3 groups, TYM has

committed that it would equip the members with necessary knowledge and experience and help bring their products more popular and closer to consumers. Moreover, the members has committed to comply with the standard production process, packaging and branding.

In the coming time, TYM opened an outlet for members' products at 20 Thuy Khue and would continue to develop outlets' network at its branches. With the formation of this network, TYM will be fully active in supporting the sale of products for members.



Photo 1: TYM' training for members on basic business skills, farming and breeding techniques based on their needs

Photo 2: A booth of members' products at Mottainai Festival, October 2014

Photo 3: Members' products sold at Clean Agricultural Product Fair, December 2014



5. Community Support Programs - *Humane and meaningful*

Through its community and volunteering programs, TYM expects to add momentum for poor and vulnerable families. These programs also reflect TYM's social responsibility as well as contribution in the socio-economic development of the society in general and specifically in its coverage localities. In 2014, TYM continued to maintain and organize a variety of community support programs such as building "Affectionate House", awarding scholarships "TYM - creating wings for your dreams" for clients' children, giving gifts "Warm year with TYM" for policy families, Vietnam heroic mothers, difficult families, contributing with local governments for the program "New Rural Areas",.

Photo 1: Acting Director of Gia Loc Branch (Hai Duong province) Mr. Bui Van Nhat awarding a Rural Development Grant to Ke Sat communal authority, August 2014.

Photo 2: Health care event at Quang Xuong (Thanh Hoa, 2014) - one of 27 health care areas across TYM.

Photo 3: Bac Ninh branch in coordination with Bac Ninh WU organized a Cooking Competition for women, October 2014



In 2014, TYM donated a total of 14 "Affectionate Houses" with a total value of VND 420 million for homeless members or the ones living in severely deteriorated houses; awarded more than 300 gifts "Warm year with TYM" worth VND 150 million for difficult families, Vietnam heroic mothers, and policy households on the occasion of the Lunar New Year.

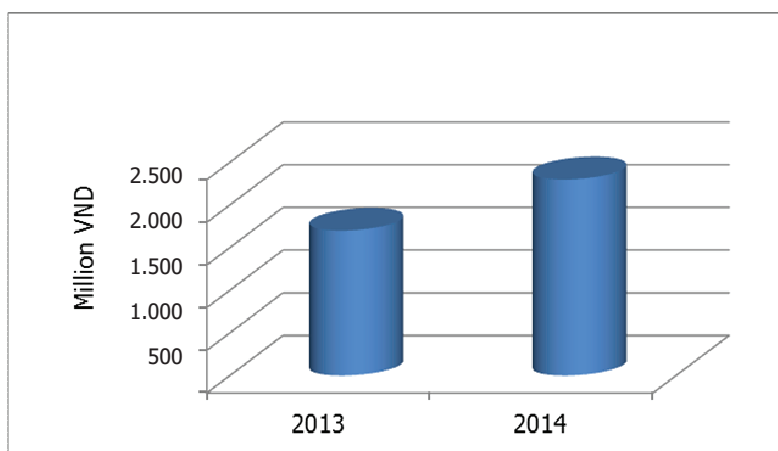


Figure 7. Expenditure for community support amount (2014-2013)
(Unit: Million VND)

TYM co-organized Mottainai Festival, "Giving love - Receiving happiness" to assist young children in difficult circumstances



With a total budget of over VND 1 billion, TYM held free medical examination and medicine for 5,000 women in 27 areas at the provinces where TYM was present. This activity helped poor women to have access to health services and for early detection of risks of diseases like breast or cervical cancers, etc. They were also advised to avoid and protect against common diseases by professional physicians and doctors; thus, contributing to protecting and improving the health of women.

The community development activities of TYM are not only for women but also contribute to support their children in education. In the program "TYM- Creating wings for your dreams " which is maintained annually, there were 22 scholarships awarded to 22 students in 2014. Besides, TYM has successfully called for the support of the Vietnam Women's News to grant 10 scholarships for studious students who were children of TYM' poor members. Thus, in 2014, a

total of 32 students were awarded with scholarship with a total amount of VND 90 million. These supports brought not only physical value but also spiritual encouragement for their learning.

The program "Support for new rural construction" also contributed intensively to the local development and always received high appreciation of authorities and WUs at all levels. In 2014, TYM funded a total of VND 435 million for 29 facilities including primary schools, kindergartens and clinics in support of purchasing additional equipments to meet their professional requirements and better serve the needs of local people.



Dien Chau Branch handed a grant to support the procurement of medical equipments for Dien Bich communal health station, September 2014



Mrs. Nguyen Thi Luyen - Bac Ninh Branch and Mrs. Ninh Thi Hung - Y Yen branch (Nam Dinh province) at CMA 2014 Ceremony



* STAFF TRAINING - TOWARDS A PROFESSIONAL ORGANIZATION

To enhance the capacity of staff to be adapted in such a changing and competitive environment, TYM, in 2014, successfully implemented a total of 36 training courses for 1,128 participants. The training contents were various including change management, cash flow management, interest rate establishment, communication and customer care skill, loan appraisal skill, customer protection principles, etc..



*Photo 1: Training on MSE loans,
October 2014*

*Photo 2: Training on change
management for TYM's management,
February 2014*

*Photo 3: Training on cash flow
management for TYM's staff,
June 2014*



The training agreement signing ceremony among three parties including TYM, Economic Development Support Department and Vietnam Women's Academy, March 2014

Apart from in-house training courses, TYM also offered staff with opportunities to learn and exchange experiences in seminars and external training courses, within the country and abroad. In 2014, TYM nominated 32 staff to outside seminars and training courses on financial responsibility, consumer protection, governance model of microfinance institutions, risk management, accounting practices for microfinance institutions, micro banking, etc. These training courses not only contributed to improving knowledge and skills of staff but also help them become more confident in solving problems or making decisions, hence, improving their working efficiency and performance.

* INTERNATIONAL RELATIONS - TRUST AND SUSTAINABLE PARTNERSHIP

In 2014, TYM was active in contacting and negotiating with partners for additional funds to support more women. Thus, during the last year, TYM continued to maintain good relationships and got additional loans not only from the long-term partners as Cordaid, Triodos, Oikocredit, Triple Jump, Lip, Rabobank, Whole Planet but also from new ones like BNP Paribas, Planis ResponsAbility, and Blue Orchard.

In terms of technical assistance, TYM continued to initiate some new projects. The pilot of cooperative economic model supported by Rabobank Foundation was one of those. In particular, MSE loan project sponsored by IFC was recording certain successes. TYM also received a number of technical assistance from Whole Planet Foundation, Oikocredit, Cordaid to expand its operations in new provinces, for capacity building for clients and staff of TYM, and development of TYM BDS strategy. All these projects have demonstrated TYM's commitment in meeting demands of clients for a wider variety of financial and non-financial products and services, and in implementing successful social missions entrusted by VWU.

Apart from the above mentioned activities, in 2014, TYM welcomed many guests and delegations to visit TYM and sent its staff to join international training, meetings and conferences to share experiences and to acquire knowledge with a goal of bringing Vietnam's microfinance industry closer to international standards.



Senior leaders of German Savings Bank visited Mrs. Duong Thi Anh, center no. 60 (Khoai Chau, Hung Yen province), May 2014.



Among guest delegates to TYM, it is worth mentioning the senior delegation led by Mr. Schroeder, General Director of the German Savings Bank, and 12 journalists from newspapers of Germany. They visited to understand more about the operations of TYM as well as to learn more about the members' life and projects. The visit brought many positive results including articles about TYM and its operating model published by three major newspapers in Germany. Furthermore, TYM and its clients was chosen by the Foreign Affairs and Trade Department of the Australian Embassy in Vietnam as research subjects for a training on effective model of poverty alleviation for staff of the Embassy and other involved partners.

For outgoing delegates, TYM organized some important exposure visits like for senior staff of Central Vietnam Women's Union to visit SBFIC in Germany, for local staff of VWU to visit CARD CMDI, Philippines.

Photo 1: Blue Orchard delegates visited Thanh Hoa Branch - TYM, February 2014

Photo 2: Rabobank delegates visited premises and tea production facility of Mrs. Nguyen Thi Quyen at center no. 28 (Thanh Son, Phu Tho province), August 2014

Photo 3: Local WU and TYM delegates visited ACLEDA Bank in Cambodia, October 2014

TYM's staff were also sent to participate in some important programs such as the Indochina Regional Microfinance Conference held by SBFIC, Micro & SME Summer Academy by Frankfurt School of Finance and Management etc.

All achievements in terms of international relations during 2014 have marked TYM's efforts in maintaining and expanding its relationships and sharing information with international partners and friends, thus bringing long-term benefits for the microfinance industry of Vietnam.



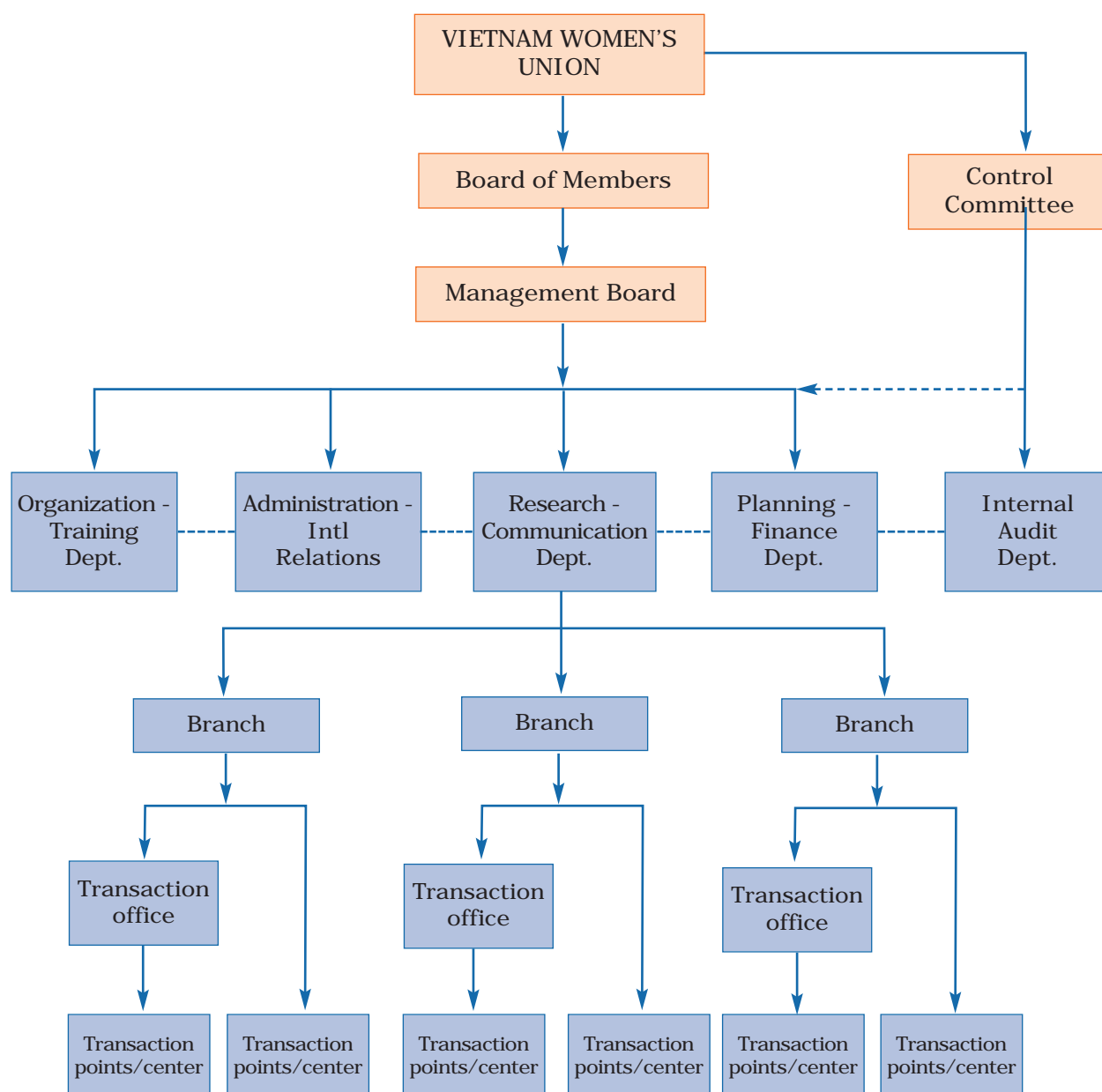
Senior leaders of German Savings Bank visited Mrs. Duong Thi Anh, center no. 60 (Khoai Chau, Hung Yen province), May 2014.



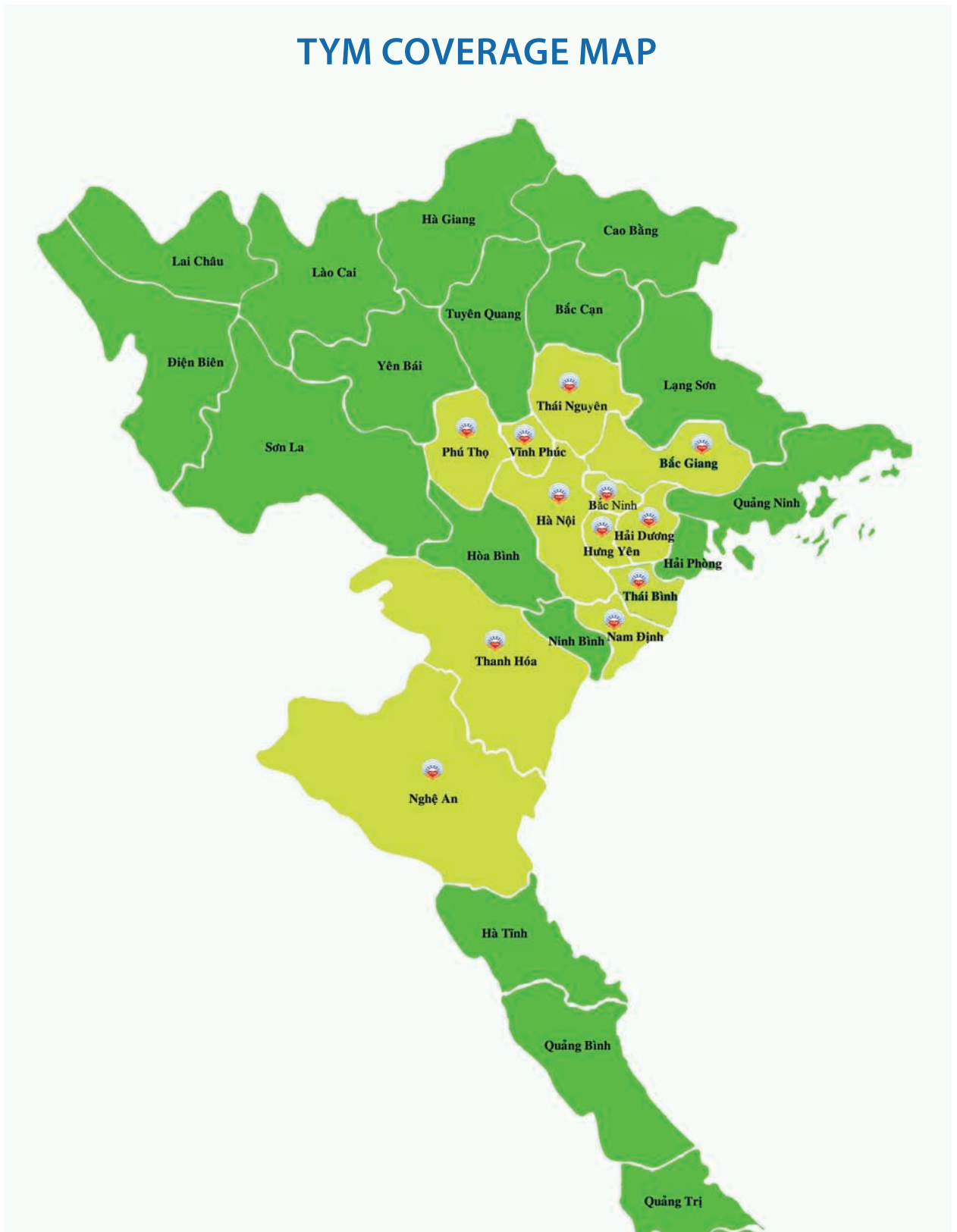
Dr. Jaime Aristotle B. Alip - CEO & founder of Agriculture and Rural Development Center (Philippines) and Mr. Ricardo Martin Garcia Tafur, Regional Microfinance Specialist, IFC congratulated VWU and TYM on the success of Fashion Show "Creative Micro Entrepreneur - Potentials Unleashed", November 2014



ORGANIZATIONAL CHART



TYM COVERAGE MAP





OPERATIONAL AND FINANCIAL FIGURES

No	Description	2014	2013
1	Number of provinces/cities	12	10
2	Number of districts	52	46
3	Number of communes	431	390
4	Number of centers	2.858	2.713
5	Number of branches/transaction offices	57	52
6	Total number of staff	398	377
7	Number of technical officers (TO)	233	233
8	Number of clients	107.507	96.127
9	Number of poor clients	3.502	3.737
10	Number of borrowers	93.812	91.004
11	Number of insured people	228.008	197.440
12	Number of clients per TO	447	397
13	Number of clients per center	36	34
14	Total loans disbursed (VND 1,000)	1.381.428.030	1.100.500.321
15	Number of loans disbursed	129.917	112.030
16	Outstanding loans (VND 1,000)	758.321.998	601.832.523
17	Outstanding savings (VND 1,000)	402.414.972	278.276.116
18	PAR	0,0112%	0,0196%
19	Repayment rate	99,98%	99,98%
20	OSS	127%	135%
21	FSS	105%	103%



ORIENTATIONS FOR 2015

1. To focus on membership expansion, development and consolidation the operations of TYM centers and local VWs by attracting more women, especially women of ethnic minorities, vulnerable women in new regions as well as existing localities of TYM in order to raise the number of clients up to 120,000 with a total of nearly 470,000 direct beneficiaries.
2. To 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 MSE product for mature clients and microenterprises.
3. To enhance capacity of members through various training and supporting activities such as training on gender and business, basic and advanced financial management, production - business skills, health care, environmental sanitation, support on business development (improving quality, building brand, connecting to supply chain), and support on establishment and maintenance of an outlets network for products of clients, etc.
4. To organize community support programs including scholarships for poor members' children, donations and construction of Affectionate Houses.
5. To continue to focus on organizational improvement and development, namely, training staff on relevant topics, strengthening internal control, risk management, and legislation, upgrading MIS to meet with new growth requirements, building offices for 4 branches.
6. To maintain and further develop partnerships with domestic and international organizations; to provide, in collaboration with Vietnam Women's Academy, training and knowledge and experience sharing on microfinance for national and international organizations and individuals.
7. To contribute voice, as a member of the Permanent Working Unit of the Microfinance Working Committee of the Government, to propose microfinance policies and regulations for the development of this industry and the effective implementation of the microfinance strategy by 2020; to actively collaborate with the Vietnam Microfinance Working Group to share experience with other microfinance programs, and provide recommendations on microfinance for relevant authorities.

MICROFINANCE INSTITUTION PRO-POOR FOCUS

Printing in-charge: Director Nguyen Thi Tuyet

Content in-charge: Duong Thi Ngoc Linh - TYM's General Director

Editor: Le Thu Ngoc

Cover designer: Ngo Xuan Khoi

Layout designer: Chu Huong

Proofreader: Do Quyen

WOMEN PUBLISHING HOUSE

39 Hang Chuoi - Hanoi. ♦ Tel: (04) 39717979 - 39717980 - 39710717 - 39716727 - 39712832.

FAX: (04) 39712830 ♦ E-mail: nxbphunu@vnn.vn

Branch: 16 Alexandre Der hodes - District 1 - Ho Chi Minh city. Tel: (08) 38234806



TINH THUONG MICROFINANCE INSTITUTION – TYM
 Building B, Floor 3, 20 Thuy Khue, Tay Ho, Ha Noi, Vietnam
 Phone: (84-4) 3. 728 1003 & 3.728 2818 – Fax: (84-4) 3. 728 1071
 Website: tymfund.org.vn – Email: tymfund@tymfund.org.vn

