



Opportunity International
GIVING THE POOR A WORKING CHANCE

UPDATE

THE LATEST NEWS FROM MALAWI, GHANA, MOZAMBIQUE & TANZANIA

ISSUE **NOVEMBER 2011**



*The
Opportunity
Difference*

READ THE FULL ARTICLE ON PAGE 4


1 Million More

Opportunity has been providing microfinance in Africa since 1993. Today, Opportunity partners operate in 10 of the poorest African countries to help nearly 1 million clients work their own way out of poverty.

Reaching the one million mark is a significant milestone which would not have been possible without your faithful support. I hope this update brochure will give you a glimpse of the daily transformations that you have helped make possible.

Looking ahead, there is much to do. We've committed to reaching an additional 1 million people in Africa over the next three years. I hope we can continue to partner with you to make this goal a reality.

In return, we want to make it easy for you to get the updates and news you need. That's why we've redesigned this brochure and why we're planning to revamp our website over the next few months. To help us get it right, why not take 5 minutes to fill in a short online questionnaire?

 TAKE THE ONLINE SURVEY [OPPORTUNITY.ORG.UK/SURVEY](https://opportunity.org.uk/survey)

COVER IMAGE: Lujeri Tea Estate in Southern Malawi. Opportunity opened a small branch right at the centre of the estate to serve poor farmers and workers.

Country Overview

Opportunity International works in 10 of the poorest countries in Sub-Saharan Africa. To maximise the impact of your donations, Opportunity UK focuses support on Malawi, Ghana, Mozambique and Tanzania.

1 Malawi

Opportunity Malawi is now serving an estimated 1 in 10 households across the country thanks to your generous and continued support. However 80% of the adult population is still 'unbanked'.

SEE PAGE 2

2 Ghana

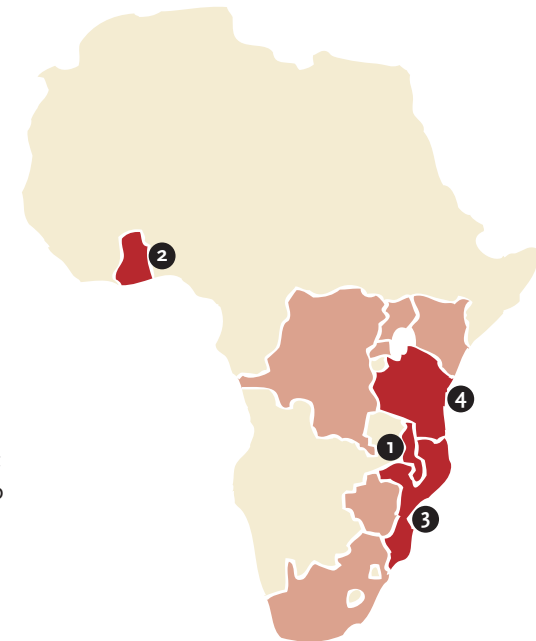
Opportunity Ghana provides accounts that make saving accessible to some of the country's poorest people. The Susu account requires a minimum deposit of less than 60p and our standard interest bearing account starts from a minimum balance of £2.20.

SEE PAGE 3

3 Mozambique

Opportunity Mozambique is now poised to open up a new bank branch in the country's poorest province of Zambézia thanks to recent funding pledged by the UK Government.


SEE PAGE 6



4 Tanzania

Opportunity insurance partner MicroEnsure has launched a health policy for farmers and their families in the Kilimanjaro area. The £5 policy includes maternity care and covers treatment for the most common diseases.

SEE PAGE 7

 Other Opportunity Africa partners are Democratic Republic of the Congo, Uganda, Kenya, Rwanda, Zimbabwe and South Africa.

Malawi Latest

Established in 2003, Opportunity Malawi is now a national scale microfinance bank serving over 10% of poor households. Despite the recent instability in the country, thousands of Malawians are joining us each month to save their money securely.

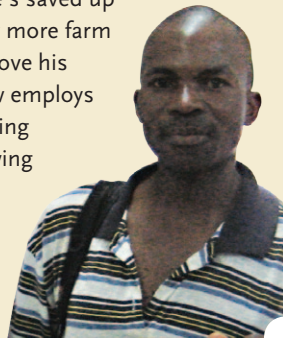


Client Dorothy Makupe in Mulanje, Malawi

Photo: Zsófia Molnar

Meet Felix

Felix has been saving with us for 4 years. He's saved up enough to buy more farm land and improve his home. He now employs 6 others, keeping bees and growing bananas and pineapples.



Top Stories

Saving for children in southern Malawi

Over 2,000 families are using a special account to save for their children's education.

Easy access savings

Opportunity clients can get 'cash back' through 79 Point of Sale devices nationwide.

Client satisfaction

A Gates Foundation survey found 75% of our clients say they feel special having opened a savings account with us.

SUSTAINABILITY	LOAN PORTFOLIO (\$M)	DEPOSITS (\$M)	NO. OF CLIENTS
81.5%	\$31.7m	\$33.2m	398,950

i FIND OUT MORE ABOUT OUR WORK IN MALAWI OPPORTUNITY.ORG.UK/MALAWI

Ghana Latest

Opportunity's Ghanaian partners serve over 320,000 clients across Ghana through 20 branches and 2 mobile banks. By 2013 we aim to become a leading provider of loans to smallholder farmers. Over the next five years we aim to achieve national scale by opening 10 further branches.



Client Adwola Kwatemaa in Kumasi, Ghana

Photo: Kate Holt

Meet Kofi

Kofi only started school at the age of 12. His dream of becoming a mechanic is now possible thanks to our Youth Apprenticeship programme. Kofi is learning his trade from Frank, an experienced mechanic. (Kofi is pictured on the right.)



Top Stories

A Royal visit

Our Patron, HRH The Princess Royal, will meet Opportunity clients and staff when she visits Accra later this year.

Insuring lives in Ghana

Opportunity is now providing life insurance to over 250,000 Ghanaians.

Growing cocoa

Cocoa farmers have been lining up to access our agricultural loans of £200.

SUSTAINABILITY	LOAN PORTFOLIO (\$M)	DEPOSITS (\$M)	NO. OF CLIENTS
112%	\$47.5m	\$28m	322,545

i FIND OUT MORE ABOUT OUR WORK IN GHANA OPPORTUNITY.ORG.UK/GHANA

The Opportunity Difference

In the last 40 years, Opportunity International has developed a unique brand of microfinance. Today, Opportunity microloans, savings accounts, insurance and financial training are helping more than 2 million people in 23 of the world's poorest countries to escape poverty. Here's what makes us special.

People First

Our mission is to help people help themselves out of poverty. Everything we do – from the design of our products to our relationship-first approach to clients – is shaped by this commitment.



Opportunity Malawi Manager Norman Jere (centre) with clients Friday Goodson and Elliot Mulola

Profit and Sustainability

Our partners aim to reach sustainability at an early stage of development so that they are not dependent on funding from overseas in the long-term. When profits are made they are reinvested in services for clients. As all of Opportunity's licensed microfinance banks are majority-owned by Opportunity's charitable trusts, our commitment to use any profit to benefit poor people is ensured.

Full Service

Microfinance is more than microcredit. Loans are very effective in helping poor entrepreneurs grow their businesses – but loans are not for everyone. Secure savings accounts and tailored insurance products are just as important in helping people step up out of poverty. Opportunity is one of a very few global microfinance organisations able to provide a full service to most clients.



POINT OF SALE BANKING & FINGER PRINT SCANNING:

Point of Sale devices and finger print scanning enable more poor people to access Opportunity Malawi's services.

Smart Technology

Most poor people live in hard-to-reach places. Opportunity is using smart technology to give them access to microfinance for the first time.



Mobile Banking

Opportunity mobile banks quite literally take the bank to the people. The vans visit remote rural villages, giving local people regular access to their savings and loan funds.



Telephone Banking

Opportunity Malawi has trialed a new mobile phone banking service. Currently serving 24,000 clients, our mobile phone banking allows users to transfer funds, withdraw cash at local shops and be notified of deposits and loan repayments.



Point of Sale Banking

Our Point of Sale devices enable clients to deposit or withdraw savings at retail outlets throughout the country. This is a cost effective way to reach more clients across a wide area.



Fingerprint Scanning

Opportunity's fingerprint scanning technology allows people to securely and easily identify themselves. As many of our clients are illiterate, this avoids exclusion and removes the barrier of reading instructions or remembering a PIN.

Mozambique Latest

Opportunity Mozambique was founded in 2004. We now work in 7 out of 10 provinces, serving 50,000 clients. As most Mozambicans live in rural areas far from cities, we're working hard to bring microfinance services to them.



A mobile bank in Manica Province

Meet Alzira

Opportunity client Alzira runs a market stall in Maputo, Mozambique. She used Opportunity loans to grow her business in size and profitability. She has used some of these profits to build a house for her family.



Top Stories

The challenge of financial exclusion

Just 12% of Mozambicans have access to formal banking facilities. Our branches, mobile banks and planned ATMs are helping take banking to Mozambique's poorest people.

British government supports expansion

The UK government have pledged a grant of £800,000 to support our expansion into Mozambique's northern Zambézia province. This represents 40% of the total project cost. We are now seeking to raise the remaining £1.2m.

SUSTAINABILITY	LOAN PORTFOLIO (\$M)	DEPOSITS (\$M)	NO. OF CLIENTS
57.7%	\$4.7m	\$3.3m	46,765

i FIND OUT MORE ABOUT OUR WORK IN MOZAMBIQUE OPPORTUNITY.ORG.UK/MOZAMBIQUE

Tanzania Latest

Opportunity Tanzania has offered microloans since 2007. We plan to become a deposit taking institution, enabling clients to open savings accounts. Agricultural finance is also a key priority as we go further into the rural population.



Our Moshi branch is near Mount Kilimanjaro

Meet Joyce

Joyce, a mother of 4, has expanded her stall and lowered her costs thanks to a £200 Opportunity loan. With increased income she can now send her children to school.



Top Stories

New CEO

Stanley Tsikirayi, former CEO of Standard Chartered Tanzania, has joined Opportunity Tanzania as CEO.

Responsive to our clients' needs

Our new 'Pamoja' loan allows clients to start and finish their loan cycles at times that suit their business activity.

Providing health insurance to coffee farmers

4,000 coffee farmers in the Kilimanjaro region now have full out-patient and maternity cover via our £5 health insurance policy.

SUSTAINABILITY	LOAN PORTFOLIO (\$M)	DEPOSITS (\$M)	NO. OF CLIENTS
16.5%	\$0.9m	—	7,800

i FIND OUT MORE ABOUT OUR WORK IN TANZANIA OPPORTUNITY.ORG.UK/TANZANIA

Meet Harry

At the hub of the Opportunity Network is our Global Microfinance Operations (GMO) group, a global team that serves Opportunity Partners around the world. The GMO provides shared services including auditing, risk assessment, product development, and business planning.

We caught up with Harry Turner, the newly appointed CEO of this global team, to get his international perspective on Opportunity.

Q What did you do before Opportunity?

A I've worked for the Macquarie Group for the last 12 years, most recently as Global Head of IT Infrastructure. I was responsible for a team of 1,000 staff, a budget of \$300m and operations across 13 different countries.

Q How has your work experience prepared you for this role?

A Macquarie gave me a lot of experience driving long term strategy and building shared capabilities across a network of businesses. I will be deploying all of these skills to build an even stronger and dynamic global microfinance organisation at Opportunity International.

Q What do you see as Opportunity International's core strengths?

A Our bottom line objectives of achieving transformation, large-scale outreach and sustainability are very powerful. Putting the client at the centre of what we do is core to our DNA. With the client always in mind we will continue to design and deliver products that meet their greatest needs.

Q What is your vision for Opportunity?

A Opportunity International's target market is about 3 billion people. I want Opportunity International to become the world's leading pro-poor bank.



The Role

Harry Turner joined Opportunity in July 2011. He heads up the Opportunity GMO team and is responsible for shaping and leading Opportunity's global strategy for growth and impact.

Leading Opportunity

The strength of an organisation is significantly determined by the quality of its leadership. We are fortunate to have a very strong leadership team globally.



John Ford
Chair, Opportunity UK

John was Chief Investment Officer of T. Rowe Price International prior to his role at Opportunity.



Edward Fox
CEO, Opportunity UK

Edward was an Oxfam GB Director and Marketing Director of World Vision UK before joining Opportunity in 2007.

UK Trustees

Adrian Hill
Non-Exec Director, Tesco Money

Terry Watson
Chief Risk Officer, Allianz

Nick Lea
Senior Economic Advisor, DFID

Eileen, Lady Strathnaver, OBE
Former Government Advisor

Roger Witcomb
Chair, Competition Commission

Robert Goldspink
Director, Serious Fraud Office

Herta Von Stiegel
CEO, Ariya Capital

Renny Gye
Fundraising Consultant

Mary Lindsay-White
Life Coach

Opportunity Africa Partner Leaders



Aleksandr Kalanda
Malawi

Aleksandr is CEO of Opportunity Malawi. He previously held a senior management role at Deloitte and Touche.



Cosmus Kowuoche
Ghana

Cosmus Kowuoche was the General Manager, K-Rep Bank, Nairobi, Kenya, before joining Opportunity Ghana as CEO.



Ian Campbell
Mozambique

Ian served as Chief Operating Officer at Barclays Bank Mozambique before joining Opportunity Mozambique as CEO.



Stanley Tsikirayi
Tanzania

Stanley's background in finance includes 10 years experience in Managing Director roles. He joined Opportunity Tanzania as CEO in 2011.



FOR FURTHER INFORMATION VISIT OUR WEBSITE

www.opportunity.org.uk

Opportunity International UK
Angel Court, 81 St Clements
Oxford, OX4 1AW, UK

Call us on:
01865 725 304

Patron: HRH The Princess Royal

Opportunity International United Kingdom is registered as a charity in England and Wales (1107713) and in Scotland (SC039692). A company limited by guarantee in England and Wales (05322719).