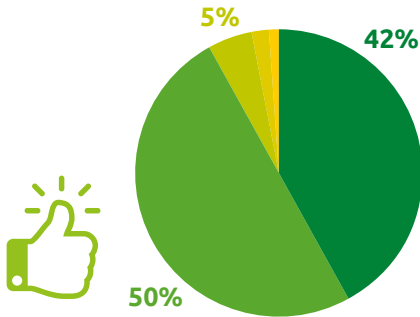


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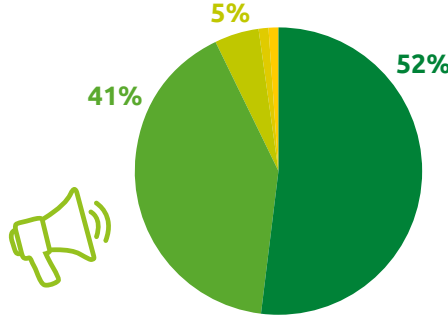
Growing together

Advans conducted a **satisfaction survey** in 2019 with **2,219 clients** interviewed across 6 markets: Cameroon, Ghana, RCI, Nigeria, Tunisia and Myanmar. Find the group results below!



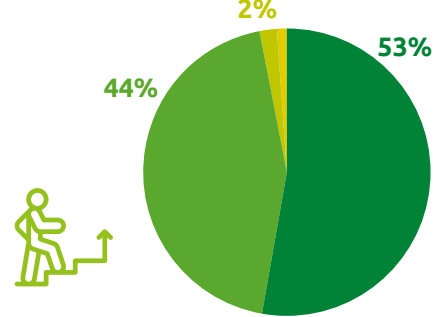
92% of our clients are satisfied with Advans¹

- Very satisfied
- Satisfied
- Not sure
- Dissatisfied
- Very dissatisfied



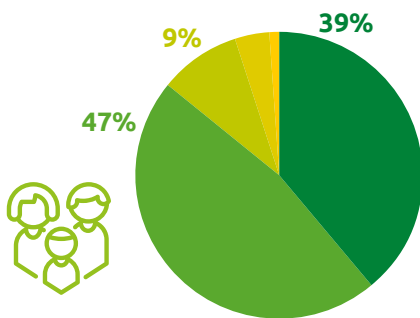
93% of our clients would recommend Advans²

- Yes definitely
- Yes
- Not sure
- No
- Definitely not



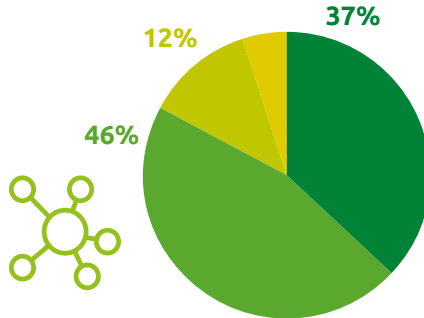
96% of borrowers agree that Advans has helped their business grow³

- Completely agree
- Agree
- Not sure
- Disagree
- Completely disagree



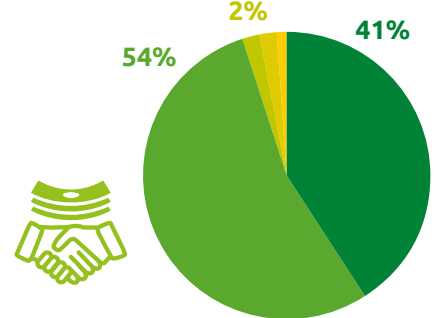
86% of clients agree that Advans has a positive impact on their life⁴

- Completely agree
- Agree
- Not sure
- Disagree
- Completely disagree



53% of clients have used alternative channels* with **83%** satisfied with the experience⁵

- Very satisfied
- Satisfied
- Not sure
- Dissatisfied
- Very dissatisfied



95% of clients find accessing Advans services easy⁶

- Completely agree
- Agree
- Not sure
- Disagree
- Completely disagree



Number of responses: **1:** 2,182 | **2:** 2,186 | **3:** 1,436 | **4:** 2,166 | **5:** 764 | **6:** 2,184
*In relevant markets – Cameroon, Ghana, Cote d'Ivoire, Nigeria

#VoiceoftheCustomer
ADVANS GROUP SATISFACTION SURVEY RESULTS