

BRAC Rwanda Microfinance Company PLC

Beyond Finance: Stories of Opportunity Resilience and Impact

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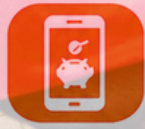
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A Message from Our CEO

Every Client, Every Step, Every Dream

Every quarter offers an opportunity to reflect on our progress and reaffirm our commitment to the hardworking women, their families, and the communities we serve.

As we look back on Quarter II 2026, I am proud of the dedication of our frontline teams, the resilience of our clients, and the partnerships driving our mission of expanding responsible financial inclusion across Rwanda.

Our success is measured not only by business performance but by the lives we help transform. Together, we will continue to empower women, strengthen communities, and create lasting impact across Rwanda.

Thank you for being part of this journey.
Warm regards,

Upoma Antara

Chief Executive Officer

BRAC Rwanda Microfinance Company PLC



Editorial

Every Story Represents a Life Changed

Every quarter brings new milestones, fresh opportunities, and inspiring stories of transformation. At BRAC Rwanda Microfinance Company Plc (BRMCP), we measure success not only by loans disbursed or savings mobilized, but by the lives changed, businesses developed, and women and their households empowered through responsible financial inclusion.

This edition highlights how, during Quarter two 2026, we expanded financial inclusion by strengthening staff capacity, introducing innovative savings solutions, and deepening our engagement with the communities we serve. It showcases the leadership, resilience, innovation, and dedication that continue to drive our mission across Rwanda.

As you explore these pages, you will also join us in commemorating Kwibuka 32, honouring the victims of the 1994 Genocide against the Tutsi while reaffirming our commitment to unity, dignity, and hope.

Every story reflects the passion of our staff, clients, partners, and stakeholders who make our work possible.



Together, we are expanding opportunities, building resilience, and transforming communities—one life at a time



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ABOUT THIS NEWSLETTER

BRAC Rwanda Microfinance Quarterly is the official corporate newsletter of BRAC Rwanda Microfinance Company PLC. Published every quarter, it showcases the organization's progress, client success stories, innovations, staff achievements, partnerships, and initiatives that advance responsible financial inclusion and sustainable community development across Rwanda.

Enjoy the read !

Client Story - From AIM to Microfinance

Claudine's story: From Opportunity to prosperity

In her early 30's, Nyampinga Claudine's journey is one of resilience and transformation — proof that with the right support, one bold step can change the course of a family's future.

Building the Foundation

After facing early challenges, poverty, and hardship, Claudine joined the Accelerating Impact for Young Women (AIM) programme in 2023, where she gained skills in entrepreneurship, health, and financial management.

Turning Skills into Business

With a startup grant and determination, she built a successful small business, later expanding through a BRAC microfinance loan. Today, Claudine runs a growing shop and inspires other women to embrace courage, opportunity, and self-reliance.



Claudine in her retail shop



Be courageous, take the risk, and believe in your journey — one bold step can transform your life and your family's future.

**— Nyampinga Claudine
Nyanza, Rwanda**

Listening Is Where Impact Begins

How do you make sure strategy reflects the realities of clients and frontline teams?

For BRAC Rwanda Microfinance, the answer is simple: go to the field, listen, and learn. On 7–8 May 2026, Board Chair Shameran Abed and fellow Board members spent one day in Muhanga District, trading boardrooms for direct conversations with clients, staff, and leadership teams shaping financial inclusion across Rwanda.

Where Opportunity Becomes Reality

In Muhanga, Board members met young women who transitioned from the Accelerating Impact for Young Women (AIM) programme into BRMCP's Savings Groups. Their stories of discipline and resilience showed that financial inclusion is about more than access to services — it's about building pathways to independence and long-term prosperity.

“

When women save consistently, they are not only building financial security — they are building hope for their families and communities.

Strengthening One BRAC Collaboration

In Kabgayi, the Board met Regional, Area and Branch Managers, the UPGI Provincial Coordinator, and senior leadership to reinforce the One BRAC approach. Discussions highlighted that stronger collaboration between AIM, Microfinance, and UPGI is helping more women transition into sustainable financial services.



Board Chair Shameran Abed receiving a gift from one of the AIM/MF Saving Groups members.



In Kabgayi, Area & Branch Managers brief the Board on frontline coordination across AIM, Microfinance, and UPGI.

Looking Ahead

Day two turned to Quarter 1 performance and the organization's direction toward 2027–2030 — a reminder that sustainable growth depends as much on staying close to clients as it does on strong numbers.

Shaping the Future Together

From 1–3 June 2026, the BRAC Rwanda Microfinance Management Team (MMT) met in Musanze for the second MMT Connect of the year. Introduced by CEO Upoma in 2025, the initiative provides a platform for senior leaders to strengthen teamwork, interact with the clients and frontliners, while reflecting on the institution's strategic priorities in a collaborative environment.



Some of the MMT Members during MMT Connect Musanze interacting with the clients in a group

Planning for Greater Scale and Impact

The retreat focused on shaping the 2027–2030 Strategic Plan around two key themes:

Scale and Impact. Discussions explored strategies to expand financial inclusion among rural women and underserved communities, with an ambition to reach 120,000 borrowers and 150,000 active savers by 2030, while deepening impact through greater outreach to women, youth and people living in poverty, alongside maintaining a high-quality portfolio.



MMT Members during MMT Connect Musanze during the strategic planning discussion session

Building Stronger Leadership

The programme concluded with a visit to the scenic Lakes Burera and Ruhondo, where team members enjoyed a boat cruise and explored the islands. Beyond the strategic discussions, MMT Connect continues to strengthen trust, collaboration and shared commitment among leaders, reinforcing their collective focus on driving the sustainable growth and impact of BRAC Rwanda Microfinance.



MMT Members during MMT Connect Musanze posing for a group photo on one of the Isleland in lake Burera

Every MMT Connect concludes with more than a renewed strategic direction. It strengthens trust, encourages open dialogue, and reinforces the shared commitment of the leadership team to work as one in delivering greater impact for BRAC Rwanda Microfinance clients across Rwanda.

Leading Through The Hardest Roads

Joseline's Journey of Purpose and Perseverance

1

Braving the Hard Road

When Joseline joined BRAC Rwanda Microfinance in 2021, she was in her mid-twenties and entrusted with a challenge that many would have hesitated to accept—leading the newly established Bugarama Branch, one of the country's most remote and hardest-to-reach locations.

2

Leading Through the Struggle

Long distances to reach clients. Bugarama's intense heat. Days when quitting would have felt easier. Joseline led anyway, standing by her team, encouraging them when targets felt out of reach, and reminding them why the work mattered.

3

From Struggle to Success

Together, the team turned struggle into success. The branch they built from nothing became a place their community could trust.

4

Lessons That Still Guide Her

Today, Joseline is an Area Manager — but she still carries what Bugarama taught her.

"The difficult days taught me more than the easy ones. Every client visit for overdue collection or even business follow up, every obstacle in form of bad weather, and every success helped shape the leader I am today. When your work changes someone's life, no challenge is ever wasted."



“

The challenges you face today are preparing you for the responsibilities you will carry tomorrow. Never underestimate the impact of your work.

— **Hategekimana Joseline**
MF Area Manager, Musanze

To every Customer Service Officer, Credit Officer, Branch Accounts Officer, Branch Manager, Area Manager and Regional Manager having a hard day at field: what you're building right now could be the start of your own success story.

Building a Better Client Experience Starts with Leadership

On 18 May, the Microfinance Management Team (MMT) led by CEO Upoma, convened a strategic meeting with Regional Managers, Area Managers, and Area Accountants to strengthen leadership's role in improving client experience across all BRAC Rwanda Microfinance branches. As the leaders responsible for supervising branch operations and supporting frontline teams, participants reflected on how management decisions, systems, and branch oversight can contribute to more responsive and client-centered service.



CEO Upoma leading the conversation with Regional and Area Managers and Accountants.



"When a client comes, they should feel welcomed, listened to, and supported."

Leading the Change Across Branches

The leadership team committed to strengthening service delivery by:

- Promoting respectful and timely service in every branch.
- Improving communication and complaint resolution mechanisms.
- Enhancing support for clients facing challenges.
- Exploring more convenient ways for clients to access and withdraw their savings.

By engaging Regional and Area leadership, BRAC Rwanda Microfinance is reinforcing the principle that excellent client experience starts with strong leadership. Through effective supervision, coaching, and continuous improvement of branch operations, these leaders play a critical role in enabling frontline teams to deliver the quality service our clients deserve.

Investing in our Frontliners Empowering our Clients

Financial Literacy

Savings Mobilization

Clients' Engagement



BRMCP Customer Service Officers during an intensive refresher training (Group discussions) held in June, designed to strengthen their skills and their support to communities.

Strong teams drive strong organizations. This quarter, Customer Service Officers and Credit Officers strengthened their skills in Financial Literacy, Savings Mobilization, Agrifinance, and innovative client engagement to better serve our clients.

Learn, Reflect, Grow

The training gave CSOs & COs a platform for learning, reflecting, and sharing experience — strengthening their ability to promote financial inclusion and economic empowerment. Sessions covered financial literacy, savings mobilization, client engagement (Especially agrifinance clients), and effective approaches to supporting clients to transition to AIM/MF Saving Groups.

Solutions Forged in the Room

Together, CSOs & COs explored practical solutions to real field challenges, including rampant clients' drop outs, inadequate clients' communication. The discussions strengthened their knowledge and finding new ways to respond to these challenges.

Through continuous learning and collaboration, CSOs and COs are better equipped to guide communities, promote financial confidence, and help women build stronger, more resilient futures.

Our mission goes beyond financial services — we equip our teams with knowledge, confidence, and tools for a brighter future.



**Remembering.
Honoring.
Building a better tomorrow.**

As Rwanda commemorates 32 years since the 1994 Genocide against the Tutsi, we stand together in remembrance of the over one million lives lost.

We honor their memory with humility, compassion and a renewed commitment to unity, dignity and hope.



“

Kwibuka is not only about remembering the past but also building a future of unity, compassion and resilience. ”



**From remembrance
to action.**

At BRAC Rwanda Microfinance, we believe that honoring the past means working every day for a future where every Rwandan can live with dignity and opportunity.

Through financial inclusion, empowerment and solidarity, we continue to build a Rwanda we are proud to pass on.



Product Innovation - Saving Products Pilot From Voluntary To Vital

How Intego and Rama are turning saving into a win for clients and frontliners alike.

Piloted in 8 Branches

100+ accounts opened

2 new products

Rolling out July 26

For years, saving at BRMCP carried a quiet label: "Voluntary Saving." It sounded optional — and often felt that way too. Little attention was paid to details like terms and interest, which sometimes turned savings into a source of confusion instead of confidence. Frontliners were left pleading with clients just to save at all.

A New Story: Intego & Rama

In May and June 2026, BRMCP piloted two new products — the Intego Scheme Deposit and the Rama Term Deposit — across 8 branches. Clients began to see saving as a goal with real structure. Frontliners began to see it as a tool that makes their work easier, not additional work.

What Clients are Saying

In Ngoma (Eastern Rwanda), a group of clients shared that the Intego Scheme Deposit is helping them save toward Mutuelle de Santé — a cost that used to catch many households off guard.



The Rama Term Deposit has helped me focus on saving rather than borrowing. I deposited RWF 1.3 million and I'm keeping and growing it to boost my small business. Financial empowerment doesn't come from borrowing alone — it also comes from resilience, independence, and the discipline of saving.

— Client, Rusizi Branch



A Credit Officer walks a client through her Intego savings plan at a branch counter. (Credit: AI)

To our incredible frontline team—thank you. Your commitment, even in the face of daily challenges, is changing lives.

Remember, Intego and Rama are not extra work—they're another way to empower our clients. Every savings conversation helps a family build resilience, achieve their goals, and secure a brighter future.

Let's continue making every client interaction count.

Operations . Quarter 1 Vs Quarter 2

Holding Steady

Through Challenging Times

An honest read of our Q2 numbers — real context, zero excuses.

INDICATOR	QUARTER I	QUARTER II	CHANGE
Branches	34	34	Flat
Borrowers	43,316	44,495	+2.7%
Savers	55,791	56,544	+1.3%
Loan Amount Disbursed	6.67B RWF	15.12B RWF	+126.7%
Women Reached — FLT	5,711	10,221	+79.0%
Cumulative Client Savings	3.10B RWF	3.24B RWF	+4.4%

Learn, Reflect, Grow

Looking at the numbers in the table, two figures are worth to look at critically: loan disbursement more than doubled, and the number of women reached through Financial Literacy Training nearly doubled too. That's not a quiet quarter — that's frontliners pushing hard on both credit access and training.



**Loan Amount
Disbursed
increased by
126.7%.**

One Way of Looking at It

Client growth was modest — borrowers up 2.7%, savers up just 1.3%. Look closer, though: the average loan size per borrower nearly doubled, while average savings per saver crept up only 3%. Rising fuel and commodity prices squeezed microbusinesses hard this quarter, and clients leaned on credit to stay afloat rather than growing their savings buffer.



**Financial Literacy
Training enrollment
increased
by 79%.**

What This Means for Us

It doesn't excuse easing up, our target is 50,000 borrowers by December 2026. The same pressure that pushed clients towards bigger loans is exactly why disciplined saving — through Intego and Rama, alongside responsible loans— matters a lot this time. Our job now is acquisition, bringing back dropped clients and savings discipline, combined.

We are seeing the amazing work taking place across our branches - let us share it and celebrate each other



BRAC Values Individual Challenge

Who is your branch star? Each Branch is invited to nominate one staff member to share, in just 100 words, how they have brought one of the BRAC Value to life in their daily work. Keep it real, inspiring, uniquely you!



Send your story to: brmcp@brac.net by August 15th, 2026
The Winner shall be awarded with 50,000 RWF and her story shall feature in the BRAC Rwanda Microfinance Quarterly (October Issue)