



BRAC RWANDA MICROFINANCE COMPANY PLC
SERVICE CHARTER

1. BACKGROUND

BRAC has put in place the clients' service charter to outline key services and products as well as respective requirements and standards for their access.

2. MISSION

To provide a range of financial services responsibly to people at the bottom of the pyramid. We particularly focus on women living in poverty in rural and hard to reach areas to create self-employment opportunities, build financial resilience, and harness women's entrepreneurial spirit by empowering them economically.

3. VISION

A world free from all forms of exploitation and discrimination where everyone has the opportunity to realize their potential.

4. VALUES

Innovation: Since its inception, BRAC has been an innovator in the creation of opportunities for the poor to lift themselves out of poverty. We value creativity in program design and strive to display global leadership in ground-breaking development initiatives.

Integrity: We value transparency and accountability in all our professional work, with clear policies and procedures, while displaying the utmost level of honesty in our financial dealings. We hold these to be the most essential elements of our work ethic.

Inclusiveness: We are committed to engaging, supporting and recognizing the value of all members of society, regardless of race, religion, gender, nationality, ethnicity, age, physical or mental ability, socio-economic status and geography.

Effectiveness: We value efficiency and excellence in all our work, constantly challenging ourselves to perform better, to meet and exceed program targets, and to improve and deepen the impact of our interventions

No	Service Type	Eligibility and Requirement	Service Delivery Time
1	General clients inquiries	Have a membership number Have an identification card	Within 3 to 5 minutes
2	Cash deposit	Have a passbook	Within 5 to 20 minutes
3	Cash withdrawing	Have a passbook	Within 5 to 20 minutes
4	Open an account	Have an identification card	Within 5 to 20 minutes
5	Close an account	Have a passbook	Within 5 to 20 minutes
6	Activation of a dormant account	Have a Passbook and an identification card	Within 5 to 20 minutes
7	Account statement	Physical presence, membership number	Within 5 to 20 minutes
8	Microfinance loan	<p>Documents required:</p> <ul style="list-style-type: none"> • Identification card • 2 passport photos • Identification card of the guarantor (s) • 2 passport photos of the guarantor (s) • Have a valid trade license and TIN/VAT certificate <p>Other requirements</p> <ul style="list-style-type: none"> • Be female and aged 18 to 65 years. • Own a small business or trade activity. • Only one member from each household is eligible. • Be a resident (owning or renting) in the area served by the branch for at least 3 years. • Live in the same community • Know each other and have confidence in each other. • Have 10% loan security saving (refundable with an annual interest rate of 5%) 	7 days upon reception of all documents required
9	Small Enterprise Programme Loan	<p>Documents required:</p> <ul style="list-style-type: none"> • Identification card • 2 passport photos, • Identification card of the guarantor (s) • 2 passport photos of guarantor (s) • Have a valid trade license and TIN/VAT certificate • Have a hard collateral (Land, house) with original documents of the property <p>Other requirements</p> <ul style="list-style-type: none"> • Have a business enterprise for at least one year • Have proper records and books of accounts of the business • Have a bank account with BRAC • Must not be BRAC staff • Be of positive character and attitude • Have 10% security saving (refundable after loan repayment) 	7 days upon reception of all documents required
10	Agrifinance loan	<p>Documents required:</p> <ul style="list-style-type: none"> • Identification card • 2 passport photos, • Identification card of the guarantor (s) • 2 passport photos of guarantor (s) • A copy of the document of the land to be cultivated <p>Other requirements</p> <ul style="list-style-type: none"> • Be female smallholder farmer aged 18-65 years • Own or lease a plot of land for farming • Be a smallholder farmer engaged in agriculture activities for at least 2 years • Have another non-agricultural source of income • Live within the branch operating area • Only one member from each household will be considered for a loan at a time • Have 10% security saving (refundable with an annual interest rate of 5%) 	7 days upon reception of all documents required