



Make the Difference  
We Prove It

# CLIENT PROTECTION CERTIFICATION

Bayport Financial Services, Botswana

*06/2022*



# CLIENT PROTECTION CERTIFICATION

The MFR Certification Committee assigns to


## Bayport Financial Services, Botswana

The **GOLD** level of achievement



The GOLD level is the highest level of achievement and signifies that the certified institution meets the most rigorous standards of client protection found in the Universal Standards for Social Performance Management.

**Milan, June 2022**

Aldo Moauro  
Managing Director  


Joris Crisà  
Head of MFR Certification Committee  


IN CASE NO RELEVANT MATERIAL CHANGES OCCUR, THE CERTIFICATE HAS A VALIDITY OF 36 MONTHS STARTING FROM THE ISSUE OF THE CERTIFICATE

# Results of the Client Protection Certification: Bayport Financial Services, Botswana.

The report presents the results of the scores given at the indicator and compliance criteria (CC) level.

## Requirement 1 - Mandatory indicators

Entry Level Indicators	Progress Level Indicators	Advanced Level Indicators
100%	100%	100%
PASS	PASS	PASS

## Requirement 2 - Total score

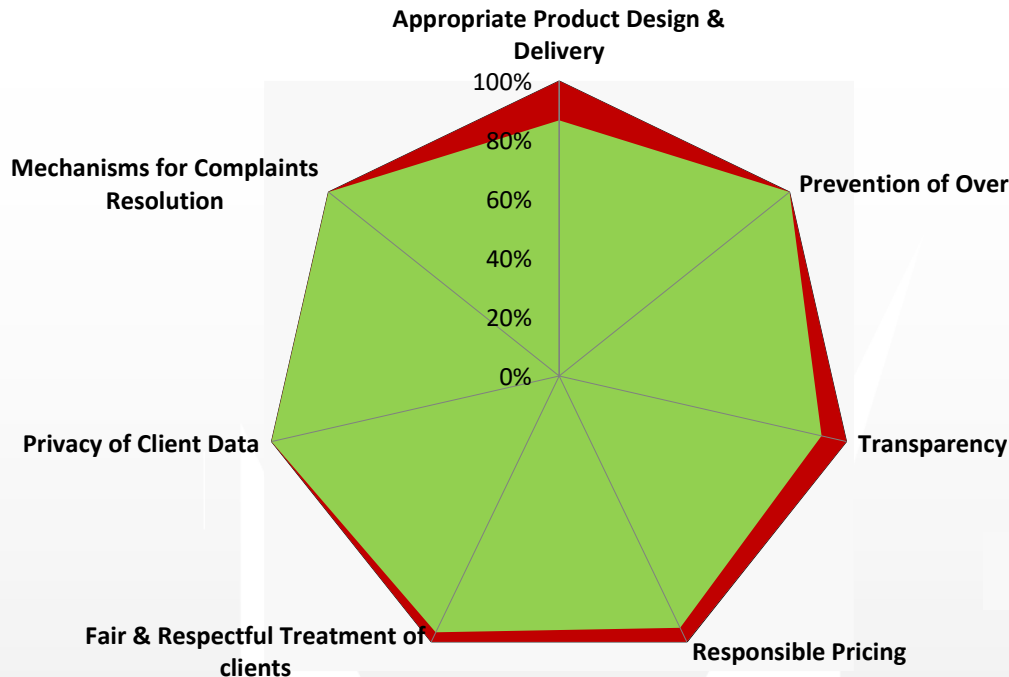
% of compliance of total indicators
95.6%

Level of Achievement

Gold Certified

# Results of the Client Protection Certification: Bayport Financial Services, Botswana.

The report presents the results of the scores given at the indicator and compliance criteria (CC) level.



The radar graph shows for each principle the percentage of indicators and CC that fully, partially or don't meet the standard.

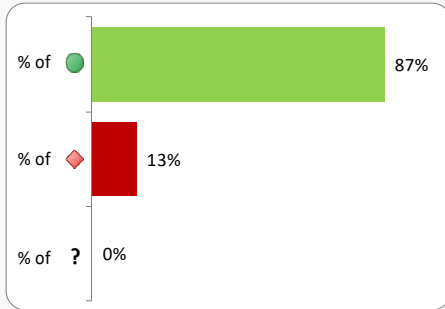
When 100% of the indicators and CC are scored green, the institution has Adequate Standard in that area.

The higher the percentage is on green scores, the closer is the institution to meeting the Certification Standards.

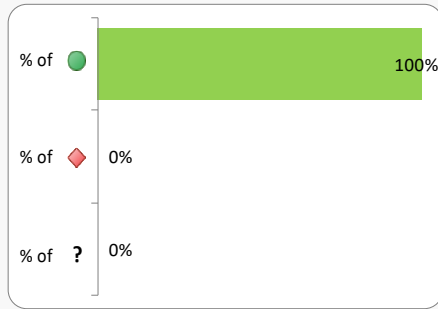
- % of indicators & CC that are fully met
- % of indicators & CC that are not met

# Results of the Client Protection Certification: Bayport Financial Services, Botswana.

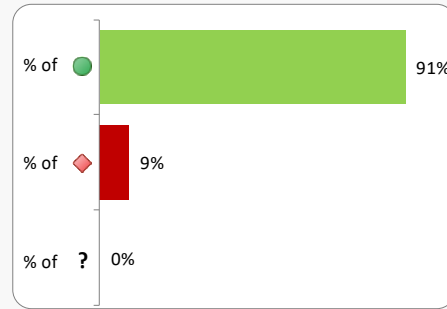
## Appropriate Product Design & Delivery



## Prevention of Over-Indebtedness



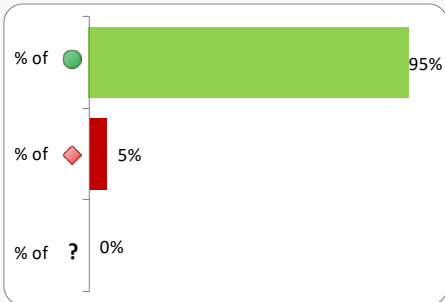
## Transparency



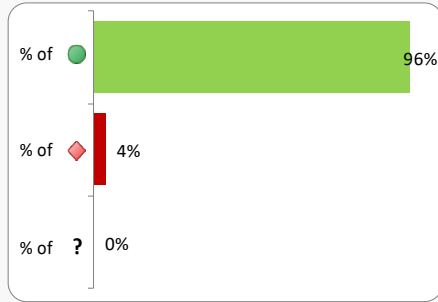
### Legend:

- The FI fully meets the indicator/CC
- ◆ The FI doesn't meet the indicator/CC
- The indicator/CC has not yet been answered

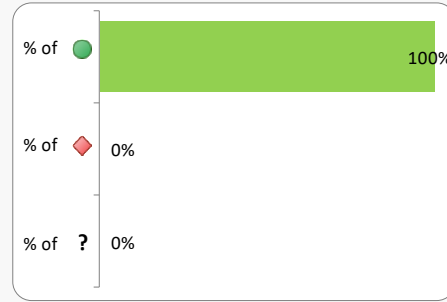
## Responsible Pricing



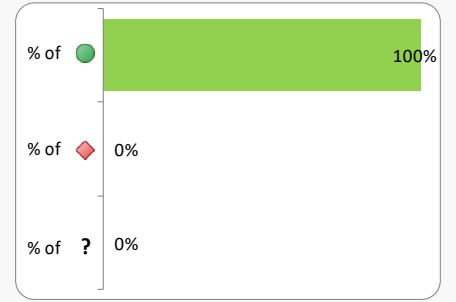
## Fair & Respectful Treatment of clients



## Mechanisms for Complaints Resolution



## Mechanisms for Complaints Resolution





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If you have any questions or concerns about this report, please contact:

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