

SOCIAL IMPACT AWARD 2025

MICROFINANCE INDEX

Borvor Finance

An inside look at results from Borvor Finance from the 2025 Microfinance Index

60 __ decibels

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Planned Borrowers Report Strong Outcomes, Borrowing for Emergencies Risks Debt Dependency

Clients who plan their borrowing are nearly twice as likely to invest in businesses, and they report significantly stronger outcomes across all measures. These borrowers report better quality of life improvements, improved financial management, and lower repayment burden. This validates the strong return on investment that intentional use of microfinance loans can have, while also showing the downside risk of emergency-driven borrowing.

As the Sector Moves Toward Digitization, Human Interaction Remains Critical for Client Outcomes

Clients using digital-only services have lower satisfaction and loyalty (NPS) and report weaker impact outcomes. However, hybrid approaches that combine digital efficiency with human interaction achieve satisfaction and impact outcomes approaching those for traditional delivery. This suggests that FSPs can harness the benefits of technology without negatively impacting clients, as long as human interaction remains a part of the client experience.

Microfinance Index 2025



60 __ decibels

60decibels

29%
Latin America
& Caribbean

47%
Africa

18,002

86

About Borvor Finance

Borvor Finance is a Cambodian microfinance institution that designs financial products for rural households and farmers. By offering agricultural loans aligned with seasonal cycles, it helps smallholders improve productivity, manage climate risks, and strengthen food security.

Top 3 Social Outcomes

62%

of clients report
increased
income

48%

of clients report
increased
production

31%

of clients report
they can now
afford assets

3%

of clients reporting **'very much improved'** quality of life

●○○○○ BOTTOM 20%
60dB MFI Asia Benchmark

99%

of clients report **facing 'no' challenges with [MFI]**

●●●●● TOP 20%
60dB MFI Asia Benchmark

62%

of clients reporting they are **accessing a loan like [MFI] provides for the first time**

●●●●○ TOP 40%
60dB MFI Asia Benchmark

5%

of clients reporting **'very much improved' confidence in themselves and their abilities**

●○○○○ BOTTOM 20%
60dB MFI Asia Benchmark

4%

of clients reporting **'very much improved'** ability to manage their finances

●○○○○○ **BOTTOM 20%**
60dB MFI Asia Benchmark

88%

of clients who report **their loan repayments are not burdensome**

●●●●○ **TOP 40%**
60dB MFI Asia Benchmark

99%

of clients who **report no harassment, unfair treatment or unwanted pressure** by representatives

●●●●● **TOP 20%**
60dB MFI Asia Benchmark

3%

of clients reporting **'very much improved'** ability to access an emergency expense

●○○○○○ **BOTTOM 20%**
60dB MFI Asia Benchmark

30%

of clients who report
**being able to achieve
all of their financial
goals**

●○○○○○ **BOTTOM 20%**
60dB MFI Asia Benchmark

3%

% of clients reporting
**'very much improved'
ability to afford
healthcare**

●●○○○○ **BOTTOM 40%**
60dB MFI Asia Benchmark

2%

% of clients reporting
**'very much increased'
business earnings**

●○○○○○ **BOTTOM 20%**
60dB MFI Asia Benchmark

60_decibels

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60decibels.com/mfi-index