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EVALUATION OF  
**IDB GROUP'S WORK**  
THROUGH  
**FINANCIAL**  
**INTERMEDIARIES**

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# **IDBG EXTERNAL FEEDBACK SURVEY FOR FI CLIENTS**

*See all background papers*

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|---|--|
| <b>01.</b> SME FINANCE                            | <b>07.</b> BENCHMARKING OF DEVELOPMENT<br>FINANCE INSTITUTIONS |
| <b>02.</b> TRADE FINANCE                          | <b>08.</b> OVE SURVEY OF IDBG STAFF                            |
| <b>03.</b> HOUSING FINANCE                        | <b>09.</b> OVE SURVEY OF FI CLIENTS                            |
| <b>04.</b> LEASING AND FACTORING                  | <b>10.</b> IDBG EXTERNAL FEEDBACK<br>SURVEY FOR FI CLIENTS     |
| <b>05.</b> GREEN LENDING                          | <b>11.</b> COUNTRY PROFILES                                    |
| <b>06.</b> ENVIRONMENTAL<br>AND SOCIAL SAFEGUARDS |  |



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[www.iadb.org/evaluation](http://www.iadb.org/evaluation)

# Sample

**Sample:** 80 Financial Intermediaries with NSG operations

**Date of survey:** Close of 2013 and 2014

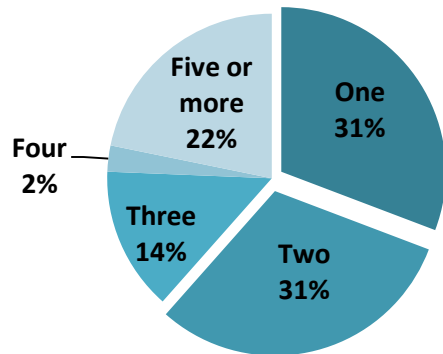
**Executed by:** IDBG's SPD

**Classification of respondents by window:**

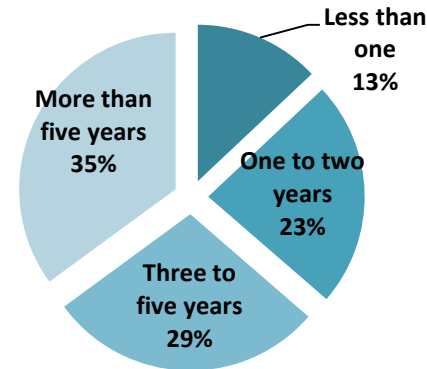
Windows	Clients	%
SCF	40	50%
IIC	25	31%
MIF	12	15%
OMJ	3	4%
<b>Total</b>	<b>80</b>	<b>100%</b>

# Relationship with IDBG (1/3)

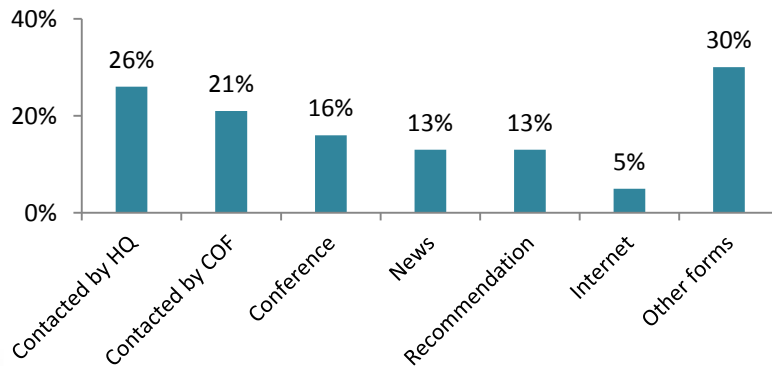
## 1. # of operations with IDBG



## 2. Years of experience with IDBG



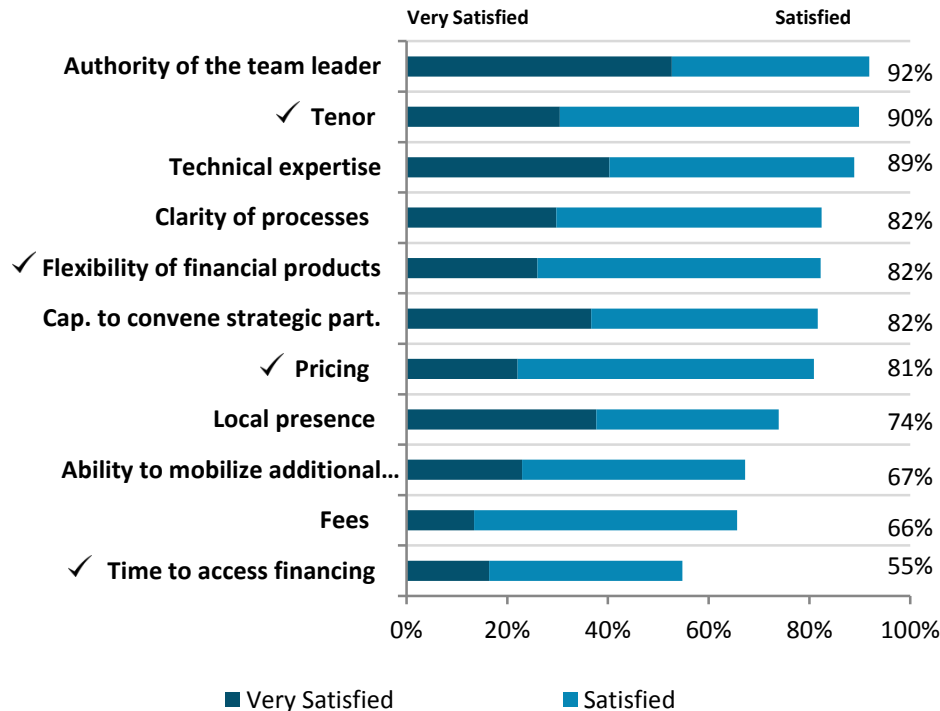
## 3. How FI learned about IDBG



- More than **50%** of surveyed FIs have **3+ years working with IDBG**
- Only **38%** of surveyed FIs had **more than 2 operations** with IDBG
- In approx. **47%** of surveyed FIs relationship was **initiated by IDBG**

# Relationship with IDBG (2/3)

## 4. Satisfaction with IDBG offer



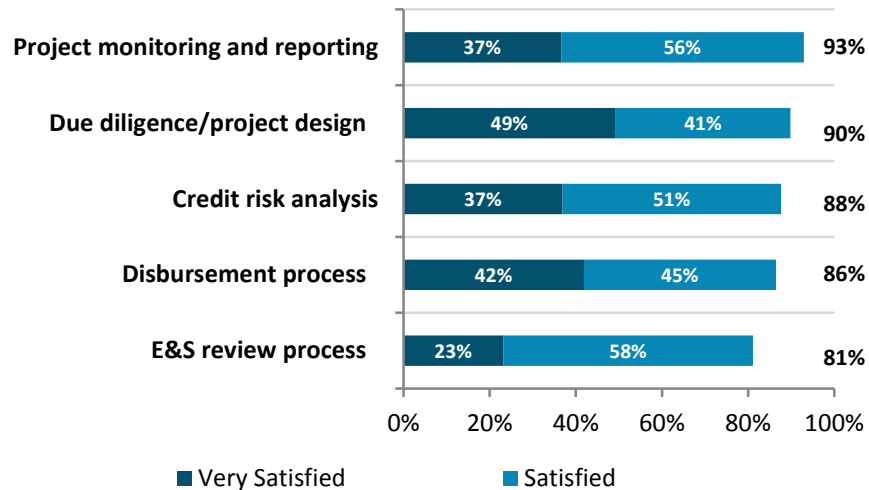
## 5. Top valued attributes (marked ✓)

#	Answer	%
1	Pricing	68%
2	Time to access financing	61%
3	Flexibility of financial products	47%
4	Tenor	25%

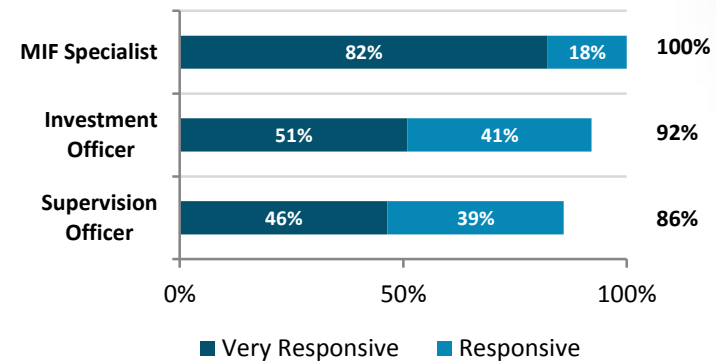
- Overall, **surveyed FIs are satisfied** with IDBG's offer, particularly in tenor and the level of authority of the investment officer (team leader)
- Of **attributes valued most** by IDBG client FIs:
  - Most satisfied with tenor
  - Reasonably satisfied with flexibility and pricing
  - Less satisfied with time to access financing

# Relationship with IDBG (3/3)

## 6. Satisfaction with IDBG's processes



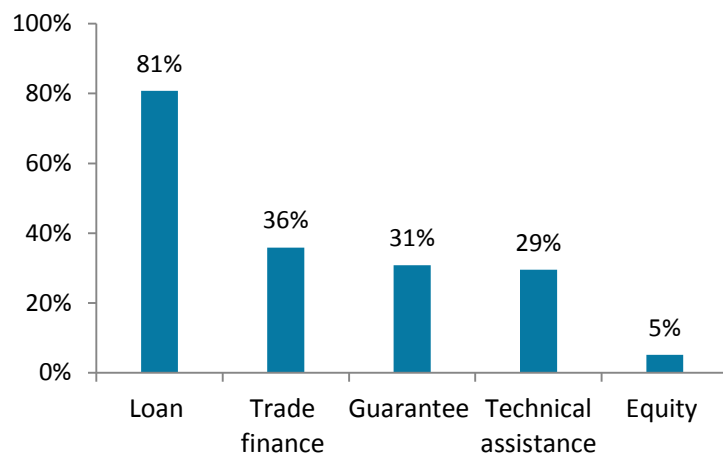
## 7. Evaluation of IOs responsiveness



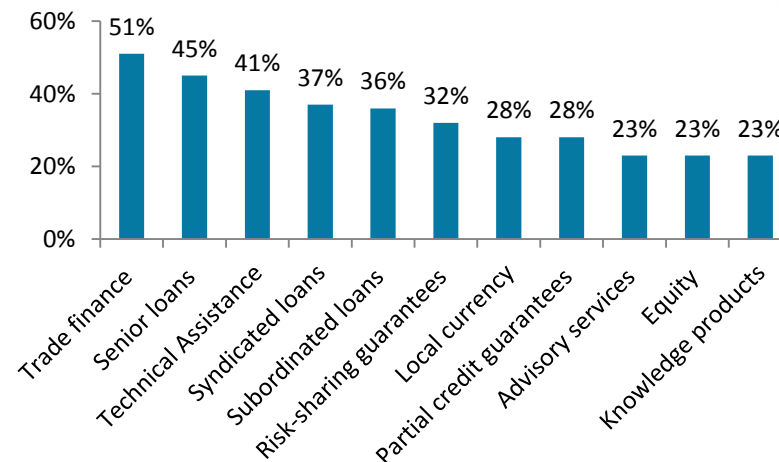
- Most surveyed FIs are satisfied with overall IDGB processes (**both due diligence and supervision**)
- Specific processes (**e.g., E&S review**) were considered less satisfactory by the surveyed FIs
- Surveyed FIs evaluated **MIF specialist as most responsive followed the investment officers and later supervision officers**. This might indicate that closeness of the relationship is valued by FIs (given that MIF specialists tend to be located in field)

# Satisfaction with Products

## 1. Types of products used



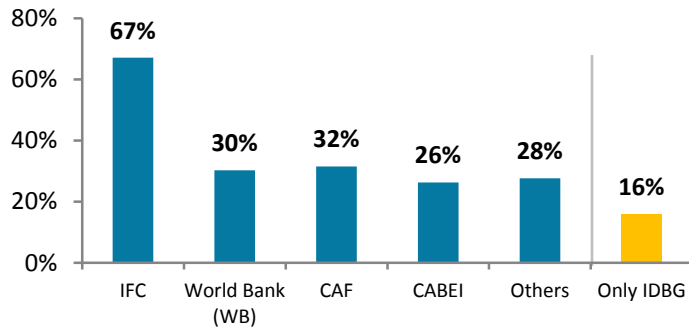
## 2. Usefulness of products



- Most surveyed FIs are **very satisfied (52%)** or **satisfied (42%)** with IDBG's offer of products
- Surveyed FIs consider **trade finance and senior loans as the most useful instruments**
- **Equity + advisory services are considered less useful** compared to other products  
*IMPORTANT: THERE COULD BE A SIGNIFICANT SAMPLE BIAS, SINCE MOST CLIENTS HAD SR. LOANS OR TRADE FINANCE*
- Although IDBG rarely provides local currency, **it seems that LC instruments are not as valued** as other products

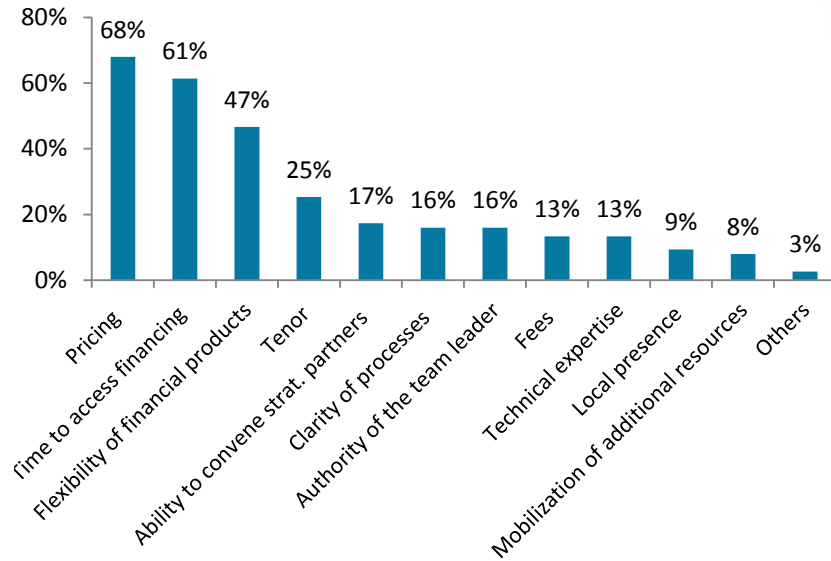
# Comparison to other DFIs (1/2)

## 1. Other DFI partners



Most mentioned in others include: KFW, FMO, Proparco

## 2. Critical variables when working with DFIs

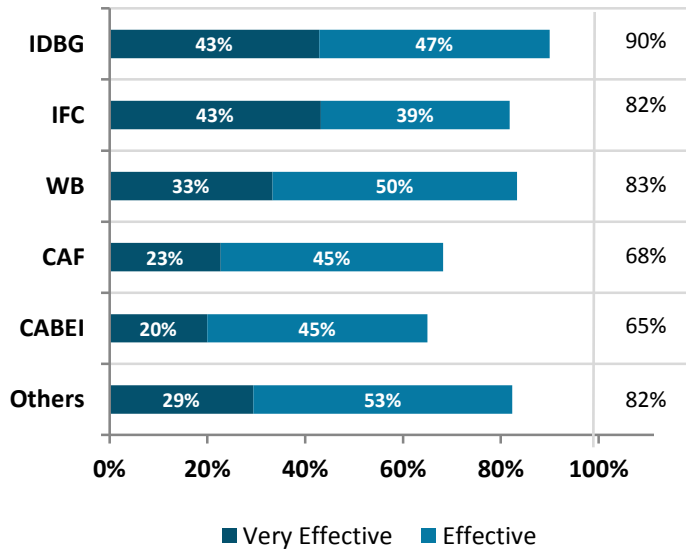


- Most of surveyed FIs also work with the **IFC (67%)** and **WB (30%)**
- Many FIs also work with their **regional development banks** (CABI, CAF, about 30% each)
- A minority **(28%)** work with other DFIs, mostly **European DFIs**: KFW, FMO and Proparco
- When selecting DFI partners, FIs look mostly at:
  - **Pricing**
  - **Time to access finance**
  - **Flexibility**

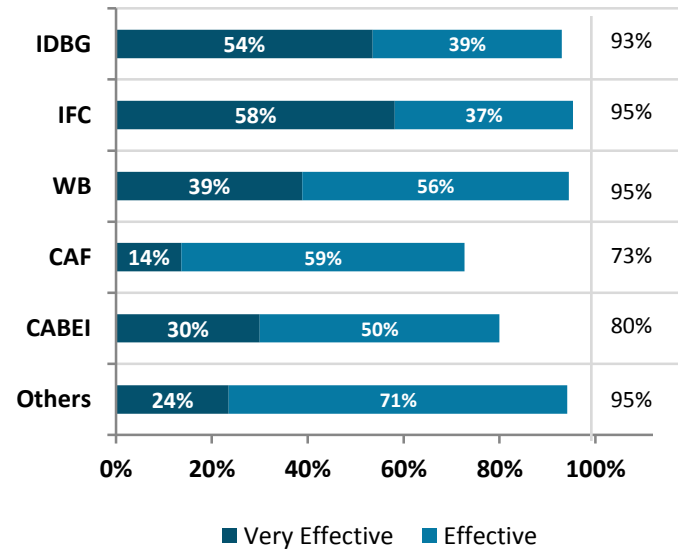


# Comparison to other DFIs (2/2)

## 1. Financing Conditions



## 2. Technical Expertise



- Regarding **financing conditions**, client FIs considered that:
  - IDBG had the best financing conditions.** *This might be in part because of selection bias (client FIs selected IDBG because of better conditions)*
  - WBG** and others (mostly **European DFIs**) were considered reasonably effective in conditions
  - Regional DFIs (**CABI + CAF**) were considered less effective
- Regarding **technical expertise**:
  - WBG (IFC and WB)** were considered **most effective**
  - Others (mostly European DFIs)** were also **effective**, but with much lower “very effective” ratings
  - Regional DFIs (**CABI + CAF**) were considered **less effective**

