



Microfinance CEO Working Group



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What is the Microfinance CEO Working Group?

The Microfinance CEO Working Group is a collaborative effort by leaders from 10 international organizations whose microfinance products and services are designed to offer support and opportunity to millions of low-income people around the world. Collectively, the Working Group's networks represent more than 230 microfinance institutions across nearly 75 countries serving more than 57 million clients.

Convened in early 2011, the Working Group is committed to ensuring that the microfinance industry reaches its full potential by advocating for, and implementing, responsible business practices that keep clients at the forefront.

Though members have different approaches to microfinance, all believe in its power and potential. They advocate in favor of responsible microfinance practices and seek new, innovative and collaborative ways to expand microfinance's horizons, and respond to the needs of the poor.

Responsible Microfinance

The Microfinance CEO Working Group believes that a responsible microfinance institution is one that:

- is client-focused;
- does all in its power to protect clients from harm;
- is transparent about its fees and interest rates; and
- measures its effectiveness in achieving desired client-level outcomes.

Accomplishments

- Published the [*Road Map for the Microfinance Industry: Focusing on Responsible and Client-Centered Microfinance*](#) as a statement of principle and intent.
- Actively encouraged the adoption of the [*Universal Standards for Social Performance Management*](#), including the client protection principles, within the Working Group's networks and across the industry.
- Engaged with policymakers and other stakeholders in India, Mexico, Zambia and Guatemala to promote a pathway to Responsible Microfinance and avert client over-indebtedness, including publishing [*Over-Indebtedness: A Risk Management Approach*](#) and [*Over-Indebtedness in Mexico: Its Effect on Borrowers*](#).
- Created a model law and commentary that offers a regulatory framework for client protection based on the Smart Campaign's [*Client Protection Principles*](#).
- Developed thematic peer groups across the Working Group's membership, which meet regularly to share best practices and policies, to assist the CEOs in meeting their objectives on behalf of the sector and to develop solutions to common problems.