Microfinance Opportunities is a global nonprofit committed to understanding the financial realities of low-income households.

We use data from our own research, other sources, and results from our previous work to develop consumer-focused solutions that build financial capability. In the face of changing social and economic conditions, we are continuously innovating to build new content and leverage emerging technologies to take advantage of the vast array of opportunities to deliver financial education more effectively.

We are passionate about understanding the experiences and expectations of low-income individuals and households. We strive to translate these insights into practical interventions. We design strategies and tools that institutions can effectively implement with their existing frontline staff to enhance the financial well-being of their clients.

MFO's history of delivering results – even in the face of the unexpected constraints – is the backbone of our reputation as a global-leader in consumer-focused solutions.





PLACING CONSUMERS AT THE CENTER

RESEARCH EDUCATION RESULTS



OUR STARTING POINT
OUR END POINT





FINANCIAL CAPABILITY

...is the
combination
of ATTITUDE,
KNOWLEDGE,
SKILLS, and
SELF-EFFICACY
needed to MAKE and
EXERCISE money
management decisions
that BEST FIT
the circumstance of

ONE'S LIFE, within an ENABLING ENVIRONMENT

that includes, but is not limited to, **ACCESS** to

APPROPRIATE

financial services.

DEPTH

- CASE STUDIES
- IN-DEPTH INTERVIEWS (IDIs)
- FOCUS GROUP DISCUSSIONS (FGDs)
- PROFESSIONAL DEVELOPMENT
- TRAINING OF TRAINERS (TOTs)
- CONSUMER COUNSELING
- PRODUCT USE
- CUSTOMER RETENTION
- PRODUCT GRADUATION

CONSUMER RESEARCH

- FINANCIAL DIARIES
- SURVEYS
- FINANCIAL CAPABILITIES INDEX (FCI)

- CONSUMER EDUCATION
- EMBEDDED CONSUMER EDUCATION
- MASS MEDIA DISSEMINATION (RADIO, TV, PRINT, HYBRID)

SCALE

- TECHNOLOGY

 BASED DELIVERY

 (SMS, TABLET, MOBILE)
- RESULTS
- PRODUCT UPTAKE
- EXPANDED MARKET

FINANCIAL EDUCATION

...equips people

with **KNOWLEDGE**

and **SKILLS**

and strengthens

their **ATTITUDES**

and **BELIEF**

IN THEMSELVES

to make and

to make and

exercise **INFORMED**,

CONFIDENT, and

TIMELY money

management

DECISIONS.

