



InFiNe

*Inclusive Finance Network
Luxembourg*

ANNUAL REPORT

2022

Contents

About InFiNe.lu

Inclusive Finance Network Luxembourg Asbl (InFiNe.lu) is the national network for inclusive finance and social finance bringing together public, private and civil society actors based in the Grand Duchy of Luxembourg.

Our vision

InFiNe.lu promotes a society with universal access to quality and affordable financial services.

Our mission

Capitalising on the Grand Duchy's leading position in responsible finance and development sectors, InFiNe.lu was created in March 2014 to further stimulate financial inclusion as a key to poverty reduction and empowerment of low-income groups.

The unique configuration of InFiNe.lu is to bring together key actors from the public, private and civil society sectors to leverage the considerable knowledge available in Luxembourg to foster the deployment of inclusive finance.

We gratefully acknowledge the support of
Luxembourg Aid & Development



A message from the Board Chair



2022 was a year of exciting changes both for InFiNe and for me personally. After just a couple of months as a member of the Board, I was both surprised and honoured to find myself elected President – a position which brings both challenges and opportunities.

I firmly believe that inclusive finance is finance. In other words, we should not put inclusive finance in a corner, viewing it as a niche sector within the mainstream financial ecosystem. A big part of my job as President is to break down misconceptions about inclusive finance – and by extension, about InFiNe. It is important that we are not perceived as somehow working apart from the rest of the financial sector – and a significant part of that is explaining exactly what inclusive finance is.

Sustainable finance is the buzzword de nos jours. It's probably better known than inclusive finance because of the Sustainable Development Goals (SDGs), but it is surprising how many people – even those working in finance – still associate it with environmental sustainability. Of course, sustainable finance and impact investment is hugely important for achieving the SDGs, but we must not forget our members who are involved in micro and inclusive finance – those who are working on the ground to make a difference to the millions of people who still struggle to access financial services.

It may sound obvious, but for me, InFiNe is first and foremost about inclusion.

We exist to promote all the actors in the sector, from the smallest non-profit to the biggest multi-national. As we look to grow our membership and influence over the coming years, we must ask: who should be included? What activities do we consider to be inclusive finance? How can we raise more awareness about what inclusive finance is, how it works and where it works? And above all, how can we add value both for our members and the clients they serve?

2022 brought with it a whole host of new challenges – the war in Ukraine, continuing economic gloom, spiralling energy and food prices, and climate-related extreme weather events to name just some. While more than a billion people have gained access to formal financial services over the past decade, two billion remain excluded from the global financial system – many of them from marginalised and vulnerable groups. So it was a great moment for me when, just a month into my Presidency, I attended the 2022 European Microfinance Award as InFiNe President – which you can read about about on page 8 – to celebrate organisations working to understand and meet women's financial challenges and aspirations.

The need for inclusive finance has never been greater, and InFiNe members are at the forefront of creating systemic change. The more our members interact with each other to share knowledge and experiences, the quicker and better we can collaborate to find new solutions. We need to push this whole engine to go faster!

Tom Pfeiffer

Chair of the InFiNe.lu Board of Directors



A message from the Executive Director



As we emerged into a post-Covid world of face-to-face meetings and unrestricted travel, 2022 was a year of new beginnings for InFiNe.

We said farewell to our long-standing Board Chair Michel Maquil, and thanked him for his tireless work for inclusive finance since we were founded in 2014. And we welcomed our incoming President Tom Pfeiffer, who brings a wealth of experience from the financial auditing sector and whose reflections on the future of inclusive finance you can read on page 3.

It was also a new beginning for me, as I joined InFiNe as its first full-time Director. I was honoured to be asked to lead the network, and despite it being a challenging year, we delivered an ambitious programme of work and I feel we have made real progress. As soon as possible after my arrival, I set up meetings with all 36 of our members – not only to find out what they expect and need from InFiNe, but equally importantly to see how we can leverage their leadership, expertise and experience to develop partnerships with impact.

The changes at InFiNe meant 2022 was also a good time to take stock of what we have achieved and where we want to go. The need for inclusive finance for people who have no access to loans, insurance, credit, remittances, savings and so on is greater than ever – and not just in the Global South. The world-wide economic downturn has impacted everyone – for example, more than 13 million adult EU citizens still lack access to formal financial services and in some Member States more than 30 percent are unbanked.

That is important to remember at a time when sustainable finance and impact investment are increasingly taking centre stage. There is more focus on leveraging

impact finance to promote social justice, reduce poverty and achieve the Sustainable Development Goals (SDGs) – now less than seven years away – but for me, there is no real distinction between inclusive and sustainable finance. Around a third of InFiNe members describe themselves as working in sustainable finance, but we are all working towards the same goals.

It is our job to bring our diverse membership together, from global corporations to NGOs working on the ground in developing countries. Sometimes they seem to exist in different worlds, and maybe they feel they have little in common – but we can spot the connections and get people round the table who would normally not talk to each other.

I am proud that InFiNe plays a leading role in positioning and promoting Luxembourg as a centre of excellence within the inclusive finance ecosystem, supported by the Ministry for Foreign and European Affairs (MAEE) Directorate of Development Cooperation. Our membership reflects our strength, and I am confident that we are in a good position to tackle the many challenges of sustainable and inclusive finance in the coming years.

Anne Bastin
Executive Director



Growing our network, extending our influence

2022 marked InFiNe's ninth year of operations, although our roots go back to the Luxembourg Microfinance Round Table which was established in 2004. With a new Board Chair and a new executive Director in place, it was also a year to take stock of how far we've come – and where we want to go in the future.

InFiNe sits at the heart of the Luxembourg inclusive finance ecosystem, which now boasts 36 members covering the entire sector including technical assistance, green inclusive finance, microfinance investment vehicles, agricultural finance, microinsurance, impact and sustainable finance, fintech, cybersecurity, auditing and legal services. Last year saw more than 230 projects being implemented in over 80 countries, with recipients ranging from microfinance institutions (MFIs) to investment funds. The ecosystem mapping is hosted on the InFiNe website and will be updated in 2023.

We are able to leverage our influential global membership to convene some of the inclusive insurance sector's biggest hitters. In 2022, we welcomed the recently appointed CGAP CEO Sophie Sirtaine and her colleagues to the House of Microfinance in Luxembourg, where together with the European Microfinance Platform (e-MFP), Innovation for Development (I4D), Appui au développement autonome (ADA), the Microinsurance Network (MiN), MAEE, LuxDev and Social Performance Task Force (SPTF) we discussed how to increase financial inclusion at scale, as well as emerging risks and mitigation tools.

It was a busy year for organising events and conferences, both by ourselves and in partnership with others. Among the highlights were our participation as mentor and jury members at CATAPULT Africa 2022, a unique programme of fintech startup development developed by InFiNe member the LHoFT Foundation. We were also key participants in European

Microfinance Week (where our new Chair Tom Pfeiffer gave a speech on the opening day and where we sponsored the opening cocktail), and Sustainable Investment Week – hosted by InFiNe member LuxFLAG and featuring sessions organised by fellow members PwC and ADA.

Closer to home, but just as important, we partnered with InFiNe member microlux we co-hosted a conference dedicated to *Microfinance in Luxembourg: What social impact?* which included the testimony of a local entrepreneur, Rute Baio, who started an e-shop with the help of microcredit. And once again, we partnered with ADA to co-organise three editions of the Midi de la Microfinance: *Supporting young entrepreneurs in developing countries*; *Sustainable insurance: a meeting of two worlds*; and *Impact and transparency*. These influential gatherings regularly attract high profile speakers and participants, including, last year, Franz Fayot, Luxembourg's Minister for Development Cooperation and Humanitarian Affairs.

2022 was the year when face-to-face meetings once again became the norm. Networking, influencing and advocating are hugely important for InFiNe and our members – not only because we like to meet up, but more importantly because of the impact we have when we work together, when we understand each other and develop partnerships. Collaboration between the public and private sectors, between civil society and government is needed more than ever.



ADVOCACY & INFLUENCING



MEMBERSHIP

- 34 institutional members
- 2 individual members



INFINE IS A MEMBER OF

- Social Performance Task Force (SPTF)
- European Microfinance Platform (e-MFP)



PARTNERSHIPS

- SME Finance Forum
- InfoGreen



EUROPEAN MICROFINANCE AWARD 2022

Financial Inclusion that Works for Women

- In-person award ceremony held at the European Investment Bank
- Co-organised by InFiNe.lu
- Record 88 entries from 47 countries
- 2 runners-up: Bancamía (Colombia) and Kashf Foundation (Pakistan)
- 1 winner: Banco FIE (Bolivia)
- €100,000 first prize
- 2 x €10,000 runners-up prizes



NEWSLETTERS

- 7 member & non-member versions published in English & French

PUBLICATIONS

- 2 publications by InFiNe.lu members in the top 10 most viewed publications on the FinDev Portal
- 54 publications on InFiNe.lu resources page (41% on members)
- 182 articles (75% members' news)
- Luxembourg Inclusive Finance Cartography



VIDEOS

- 1 'Did you know?' video: Inclusive finance, one of the pillars of Deloitte sustainability strategy
- 1 advocacy video: From Microcredit to Inclusive Finance
- 6 European Microfinance Award videos



SOCIAL MEDIA

- LinkedIn: 3822 ↑ 36%
- Twitter: 263 followers ↑ 44%
- Facebook: 1108 followers for European Microfinance Award
- YouTube: 229 followers / 88 videos
- >80% of social media posts promote members' news
- 4 RTL Radio Carte Blanches podcasts by former Chair Michel Maquil

SEE FULL REPORT ON P8



NETWORKING & KNOWLEDGE SHARING

We welcomed more than 480 participants to InFiNe events in 2022. InFiNe and its members also participated in numerous events around the world. Here are just a few of the highlights (* = organised or co-organised by InFiNe):



CONFERENCES

- 7th European Research Conference on Microfinance
- Future Investment Incentives conference
- SPTF+Cerise Annual Meeting 2022
- OECD conference, Paris



WORKSHOPS

- e-MFP/Financial Inclusion Forum UK: How can FSPs ensure access to affordable health care?
- Grameen Crédit Agricole Foundation: How data and data analytics can serve inclusive finance*
- Deloitte Luxembourg: ESG Regulation*
- Inn pact and LuxFLAG: The role of labels in impact finance (hosted at the Maison de la Microfinance and online)*
- Handicap International: presentation of the inclusive economy (hosted at the Maison de la Microfinance and online)*



FORUMS & ROUNDTABLES

- Deloitte Impact Investor Round Table*
- Midi de la microfinance*
- Supporting young entrepreneurs in developing countries
- Sustainable insurance: a meeting of two worlds
- Impact and transparency
- ADA lunch & learn*
- The revenue-based loan impact Hub Managua
- Financial Education in Africa
- Latin American Impact Investment Forum (FLII) CA&C
- Sustainable Finance Forum 2022



SCHOLARSHIP PROGRAMME

- 2 member-exclusive calls for applications
- 6 scholarships awarded up to €4000 each
- Programmes chosen by applicants at: Frankfurt School of Finance and Management; Saïd Business School, University of Oxford; Boulder Institute; Forethix; Accion – Harvard Business School

SEE FULL REPORT ON P9

OTHER EVENTS

- European Microfinance Week
- Financial Inclusion Week 2022
- LuxFLAG Sustainable Investment Week 2022
- Meeting and discussion with CGAP CEO Sophie Sirtaine at House of Microfinance*
- InFiNe annual General Assembly*
- MAEE visit to House of Microfinance*
- Public event (with microlux): La microfinance au Luxembourg – Quel impact social?*
- LuxDev: presentation of CENPROMYPE (regional programme for the promotion of female entrepreneurship in LatinAmerica)*
- LSFI Stakeholder general assembly
- CATAPULT: Inclusion Africa 2022 (mentor and jury member)
- Inn pact networking event*
- InFiNe.lu digital event: Impact Investment & Organisational Change*

2022 European Microfinance Award

Financial inclusion that works for women

Many women still lack access to financial services, despite their significant role in the informal economy. The 2022 European Microfinance Award celebrated organisations working to understand and meet women's financial challenges.

Funded by the MAEE Directorate for Development Cooperation and Humanitarian Affairs, the winner receives €100,000 and runners-up €10,000. Co-organised by InFiNe, we received 88 entries from 47 countries - more than double the previous year.

A committee of InFiNe.lu and e-MFP members selected ten semi-finalists, of whom three went forward to the final. The [Award ceremony](#) on November 17 was held in the presence of Her Royal Highness The Grand Duchess of Luxembourg and the Minister for Development Cooperation and Humanitarian Affairs Franz Fayot, with opening remarks by EIB President Dr Werner Hoyer and a keynote speech by Mary Ellen Iskenderian, President and CEO of Women's World Banking.



Winner: [Banco FIE \(Bolivia\)](#)

[Banco FIE](#) was founded in 1984 and now has more than a million clients, over half of them women. The High Jury found that "Banco FIE shows a clear commitment to research into barriers facing women clients to understand its women clients' demographic, challenges and aspirations."

"Our commitment to gender equality and women's economic empowerment is based on the objective that all people, without distinction, have access to opportunities for personal and professional growth," said Banco FIE President Ximena Behoteguy.

Runner-up: [Bancamía \(Colombia\)](#)

[Bancamía](#) serves low-income families and micro-entrepreneurs through women's empowerment and gender equity. It offers services such as health insurance and affordable medical assistance cover specifically designed for urban and rural women. The bank also runs an online financial education programme which has so far trained nearly 80,000 women.

Runner-up: [Kashf Foundation \(Pakistan\)](#)

Kashf caters exclusively for self-employed women from economically marginalised rural households. The Foundation offers financial services including microfinance, basic financial training, social advocacy and family health insurance coverage.

More details about the 2022 European Microfinance Award finalists and winner, as well as previous editions, can be found [here](#).

Scholarships for financial inclusion

2022 saw InFiNe expand its scholarship programme with six scholars being awarded grants of up to €4000 each to enable them to deepen their understanding of financial inclusion as a tool for poverty alleviation, inclusion of vulnerable people and sustainable development.

Our scholarship programme – now in its ninth year – allows anyone working for an InFiNe member organisation to undergo executive training at leading universities and academies across the world, either in person or online. Participating institutions include the Frankfurt School of Finance and Management, Harvard Business School, Boulder Microfinance Training Programme, Oxford Impact Investing Programme and Cambridge Institute for Sustainability Leadership. Grantees are selected on the base of their involvement into the inclusive finance sector, and their capacity to contribute to the reputation of Luxembourg as a centre of excellence in inclusive finance.

Among those selected for scholarships in 2022 were Alejandro Vazquez Ortega, Head of Risk and Finance at the Luxembourg Microfinance and Development Fund (LMDF) and Thomas Collin, Corporate Social Responsibility and Sustainability Officer at the Luxembourg Bankers' Association (ABBL).

"The programme offered me the opportunity to interact with worldwide leaders in the microfinance industry and discuss the major challenges they faced after the pandemic," says Alejandro, who used his scholarship grant to study with the Boulder Microfinance Training Programme. "We also had the opportunity to deeply discuss the digital transformation challenges that MFIs must address. The training module opened the floor to share the new business models that MFIs are exploring."

Fellow scholarship grantee Thomas Collin attended the Global Reporting Institute (GRI) Professional Certification Programme to further his knowledge of CSR reporting. "Building a better understanding of how sustainability reporting standards work helps me get a grasp of new European regulatory requirements," he explains. "The training has provided me the right tools to help ABBL members keep track of the latest regulations affecting banks in Luxembourg, including the ambitious European regulatory agenda on sustainability as part of the EU Green Deal."

Grantees can choose to study a wide range of issues relating to inclusive finance including microfinance, rural finance, microinsurance, digital finance, impact investing, impact measurement, Islamic microfinance and sustainable finance. Programmes must be run by an officially recognised training or educational organisation and should last no more than six months. With more than a dozen programmes to choose from, there's no shortage of options.

"Discussions during the Boulder training allowed me to understand the perspective from the MFIs' point of view, the HR challenges they face and how employees and systems interact with each other," says Alejandro. "The training has given me tools to develop an all-round understanding of their businesses."

Our members

At the end of 2022, our membership stood at 34 institutional and two individual members.

FINANCIAL INSTITUTIONS



European Investment Bank
<http://www.eib.org>



European Investment Fund
<http://www.eif.org>



**Luxembourg Microfinance
and Development Fund**
<http://www.lmdf.lu>



Microlux
<http://www.microlux.lu>

DEVELOPMENT COOPERATION AGENCY



LuxDev
<https://luxdev.lu/en/home>



InFiNe is a valuable partner for EIB, helping us keep and expand our network with key microfinance stakeholders in Luxembourg. With their numerous networking events InFiNe has created a close community of like-minded professionals and practitioners where we can efficiently exchange knowledge, experience and ideas, and promote our activities in the field of inclusive finance. We highly value the role of InFiNe in making the European Microfinance Award such a success story.”

Denitsa Berkhoff

Head of Microfinance Unit,
Equity and Microfinance Division,
EIB Global

GOVERNMENT INSTITUTIONS



Luxembourg Aid & Development
<https://cooperation.gouvernement.lu>



Luxembourg Ministry of Finance
<http://www.mf.public.lu>

PRIVATE SECTOR ORGANISATIONS



Arendt and Medernach Luxembourg
<http://www.arendt.com>



Backbone SA
<https://www.backbone.eu.com>



Deloitte Luxembourg
<http://www.deloitte.com/lu/en>



Elvinger Hoss Prussen
<http://www.elvingerhoss.lu>



EY Luxembourg
<http://www.ey.com/LU>



PwC Luxembourg
<http://www.pwc.lu>



Suricate Solutions SA
<https://suricatesolutions.com>



Triple Line Advisory
<https://www.triplelineadvisory.com>



EY is an advocate for financial inclusion. Ensuring basic financial services are provided to all, irrespective of economic status, empowers individuals and communities and drives economic development. For the underserved and unbanked populations, InFiNe is a powerful agent in promoting access to financial products. As such, we dearly value our membership”.

Aïssata Coulibaly
 Partner, EY Luxembourg

NOT-FOR-PROFIT ORGANISATIONS



ABBL – The Luxembourg Bankers' Association
<http://www.abbl.lu>



ACA – Association des Compagnies d'Assurances et de Réassurances du Grand-Duché de Luxembourg
<http://www.aca.lu>



ADA (Appui au Développement Autonome)
<http://www.ada-microfinance.org/en>



ALFI – Association of the Luxembourg Fund Industry
<http://www.alfi.lu>



CARE Luxembourg
<https://www.care.lu>



European Microfinance Platform (e-MFP)
<http://www.e-mfp.eu>



Fondation de Luxembourg
<http://www.fdlux.lu/>



Grameen Crédit Agricole Microfinance Foundation
<http://www.grameen-credit-agricole.org>



Handicap International Luxembourg
<https://handicap-international.lu>



House of Training
<http://www.houseoftraining.lu>



LFF – Luxembourg for Finance
<http://www.luxembourgforfinance.com>



Luxembourg House of Financial Technology Foundation
<https://www.lhoft.com>



LuxFLAG – Luxembourg Finance Labelling Agency
<http://www.luxflag.lu>



Microinsurance Network
<http://www.microinsurancenetwork.org>



SOS Faim Luxembourg
<http://www.sosfaim.org>



SPTF Europe asbl
<https://sptf.info>



The inclusive finance industry has always understood the importance and value of shared learning, of coordination and of cooperation to create synergies and achieve our goals of an impactful industry more efficiently. At SPTF, as a global industry network, we know the importance of creating confidence among stakeholders to allow for collaboration and the sharing and dissemination of knowledge and experience. InFiNe allows for the broader inclusive finance industry in Luxembourg to connect, build this confidence and therefore learn from and inspire each other.”

Jurgen Hammer

Managing Director, SPTF Europe

PRIVATE SECTOR ALTERNATIVE INVESTMENT FUND MANAGERS



Bamboo Capital Partners

<http://www.bamboocp.com>



**Finance in Motion GmbH –
Luxembourg Branch**

<https://www.finance-in-motion.com>



Innpact

<http://www.innpact.com>

INDIVIDUAL MEMBERS

Marc Elvinger

Partner, Elvinger Hoss Prussen
and President of Friendship Luxembourg

Michel Maquil

Chair of InFiNe.lu (2014-2022);
Former President and CEO of the
Luxembourg Stock Exchange



Innpact truly values the role of InFiNe in bringing together the actors of the financial inclusion industry in Luxembourg, and in organising events which allow us to exchange valuable insights from our respective experiences.”

Patrick Goodman

Partner, Innpart



Membership of InFiNe is important to the House of Training, to have an open door to a vibrant network of inclusive finance professionals and to be able to benefit from some of the excellent informational events that it runs.”

Ben Lyon

Director Banking and Finance,
House of Training

Our Board of Directors*



Tom Pfeiffer
President

After 23 years as a financial auditor, including spells with PwC and as a partner at Deloitte, Tom now works as an independent director and advisor. He is a member of the Luxembourg Institute of Independent Directors, a Board Member and Director of the EFPA Standard & Qualification Committee and a member of LuxFlag's ESG Label and Green Bonds eligibility committees.



Katharine Pulvermacher
Vice-President

Katharine is Executive Director of the Microinsurance Network, a unique global platform bringing together stakeholders from across the inclusive insurance value chain to improve the capacity of the world's unserved and underserved households to manage risk and access appropriate insurance services.



Laurent Capolaghi
Treasurer

Head of EY Luxembourg's private equity practice and Impact Investing Group. Laurent is an Executive Committee and Board member of the Luxembourg Private Equity Association; chairs the Fund Labelling working group of the Luxembourg Investment Fund Association, and helped launch the International Climate Finance Accelerator.



Axel de Ville
Secretary

Strategy and Innovation Director (and former Executive Director) of ADA.

Axel was previously Head of the UNCDF Regional Office and Deputy Director of the UN Women Regional Office for the West and Central Africa region, and a former Chair of the Luxembourg Microfinance and Development Fund.



Marc-André Bechet

Deputy Director General of the Association of the Luxembourg Fund Industry (ALFI), and former Head of Investment Funds Services at Banque Degroof. Marc-André also spent 18 years at RBC Investor Services Bank SA, where he held various senior positions.



Paola D'Angelo

Paola is Associate Director, Head of Sustainability and Head of Independent Directors Services at

Innpact, the sustainable impact finance initiatives advisory, consulting and management service. She spent ten years heading Innopact's Board Advisory Services, including directors' training, before moving into her current role in 2022.



Hélène Keraudren-Baube

Administrative and financial director of the Grameen Crédit Agricole Foundation, Hélène has

worked in the inclusive finance sector since 2003. As Head of Finance and Management Tools at Entrepreneurs du Monde she was based Haiti, Cambodia and at headquarters.



Paul Weber

Paul is Attaché de Légation at the Luxembourg Ministry of Foreign and European Affairs – Directorate

for Development Cooperation and Humanitarian Affairs, focusing on evaluating evidence, strategising and effectively supervising financial inclusion, private sector engagement and development programmes.

We also thank the following Board members who served until June 30 2022:

Michel Maquil, InFiNe Chair 2014-2022; former Chair and CEO of the Luxembourg Stock Exchange, advisor to the Central Bank of Luxembourg and an independent economic advisor.

Chris Hollifield, Head of business development at Luxembourg for Finance, advising FinTech and financial companies.

Our Executive Team

Anne Bastin
Executive Director

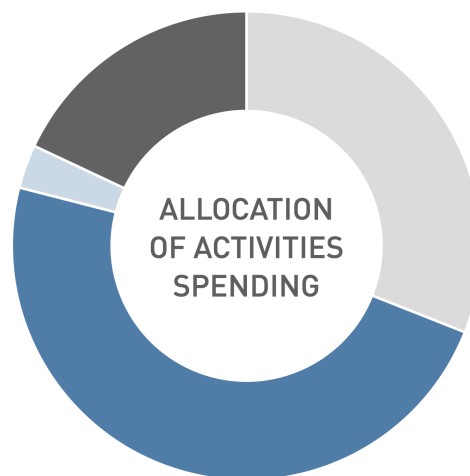
Catherine Van Ouytsel
Operational Manager

*As of 31 December 2022

2022 Financial Summary

INCOME	€541,368
Core funding	€399,368
Membership fees	€22,000
Award prize money	€120,000

EXPENSES	€519,368
Activities	€68,843
European Microfinance Award	€260,130
Employer charges	€154,882
Back-office expenses	€39,413
Memberships	€1,100



- Engagement & Dialogue **48%**
- Capacity Building **31%**
- Networking **18%**
- Advocacy & Influencing **3%**

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LinkedIn



YouTube

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LUXEMBOURG
AID & DEVELOPMENT



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