

## Client Protection Standards



Standard	Essential Practice
Appropriate Product Design & Delivery	The provider offers products and services that are suited to clients' needs.
	The provider monitors the suitability of products, services and delivery channels.
	A policy and documented process are in place to prevent aggressive sales techniques and forced signing of contracts.
Prevention of Over-Indebtedness	The provider has a sound policy and well-documented process for loan approvals and makes decisions using appropriate information and criteria.
	The provider uses credit reporting information, when feasible in the local context.
	The provider's senior management and board monitor the market and respond to heightened over-indebtedness risk.
	The provider maintains sound portfolio quality.
Transparency	The provider incentivizes staff to approve quality loans.
	Policy and documented process are in place to require transparency on product terms, conditions and pricing.
	The provider communicates with clients at an appropriate time and through appropriate channels.
Responsible Pricing	The provider takes adequate steps to ensure client understanding and support client decision making.
	The provider is managed sustainably to provide services in the long term.
	The provider's pricing policy is aligned with the interest of clients.
Fair & Respectful Treatment of clients	The provider's financial ratios do not signal pricing issues. (If outside the ranges, provider must be asked to explain and justify.)
	The provider promotes and enforces fair and respectful treatment of clients in line with a code of conduct.
	The provider has policy and documented processes to avoid discriminating against Protected Categories in selecting clients and setting terms and
	Loans are collected by staff and collection agents in an appropriate manner.
	The provider has effective systems to prevent and detect fraud.
Privacy of Client Data	Insurance claims are processed in a fair and timely manner.
	The provider management and oversight support fair and respectful treatment of clients.
Mechanisms for Complaints Resolution	Client data is kept secure and confidential.
	Clients are informed about data privacy and consent to the use of their data.
	The provider has an effective system in place to receive and resolve client complaints.
	The provider informs clients about their right to complain and how to submit a complaint.
	The provider uses information from complaints to manage operations and improve product and service quality.