



CUMO Microfinance Limited is a not-for-profit rural microfinance company providing financial services and entrepreneurship mentoring to over 59,000 clients (82% of whom are women) in over 4,500 groups across 13 districts of Malawi

### **Our Mission...**

*To improve the lives of the rural poor by taking financial services to the doorsteps of remote and difficult to reach communities, with special focus on women .*

### **Our Vision...**

*To create a viable regional rural microfinance network with capacity to meet the diverse financial needs of remote communities, as part of efforts to reduce poverty.*

### **Our Values...**

Responsiveness to clients' needs using home-grown solutions, innovation and change to achieve cost-effective operations, ensuring

***Integrity*** in delivery of services; ***Service***

***Quality***;

***Transparency***;

***Fair Practices***;

***Privacy*** of client personal information;

***Integration of social values*** and

***Existence of feedback mechanisms for Clients.***

### **Our Contacts...**

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## Fast Facts About CUMO

- The overall objective of CUMO is to enhance the productivity, income and self-reliance of remote rural villagers, including women and the physically challenged, who are currently excluded from critical financial and non-financial services.
- CUMO is unleashing new self-employment opportunities in rural communities through the provision of an integrated set of financial, micro-insurance, entrepreneurship, vocational, information and market linkage services.
- These services allow poor villagers to start/grow their on-farm and off-farm businesses.
- Established in 2000, CUMO is now one of the largest rural microfinance service providers in Malawi with exclusive focus on deprived remote rural villagers.
- On-time repayment rates have averaged 95% in the last 7 years.
- Wholly owned by Concern Universal ([www.concern-universal.org](http://www.concern-universal.org)), a British International NGO.

## Service Delivery & Viability

- CUMO has developed a sustainable microfinance model for poor rural households in Malawi.
- The model has proven that small businesses can spur big livelihood changes.
- The positive result and impact of the model has encouraged its upscale/replication in Malawi.
- Delivers services to clients right in the villages using existing community infrastructure.
- Offering services through alliance and cooperative agreements with other service providers.
- Designed as a low-cost, revenue generating and self-sustainable social business enterprise.
- The basic sustainability model comprises interest income and transaction fees and the use of mobile and existing structures to minimize costs.
- Currently 100% operationally self sufficient.

## What CUMO Services mean to...

### Communities We Serve

We are giving them the opportunity to participate in economic activities and improve their livelihood through financial services rendered in their own habitat, language, style and culture.

### **Government**

We are partners in achieving the MDGs and reducing poverty, increasing access to education and financial literacy, empowering women and increasing access to health services for village-clients.

### **Funding partners**

We strongly complement their works in a cost-effective manner in the strategic areas of self employment, health, education and economic growth.

### **Cooperating Service Providers**

(Banks, insurers, agro-input dealers and mobile phone providers)

We are a strong partner through whom they reach areas and segments that are otherwise impossible to reach. Our collective expertise renders fully integrated services to the excluded rural population of Malawi.

### **Employees**

We are a place where personal and professional satisfaction is attained through assisting poor villagers to work themselves out of poverty.