



MEDIA CONTACT

Joseph Dutra, Opportunity International VP Communications

jdutra@opportunity.org

+01 773 720 1014

2024 60 Decibels Microfinance Index Report: Findings Show Opportunity International Network Provides Dramatic Quality of Life Gains for Clients

Chicago, IL – Opportunity International, a Chicago-based international charity focused on helping families living at the bottom of the economic pyramid build incomes and work their way out of poverty, announced their findings in the [2024 60 Decibels Microfinance Index Report](#). Conducted by the independent research organization [60 Decibels](#), this report underscores the profound impact of Opportunity International's microfinance institution (MFI) partners across Africa, Asia, and Latin America.

The report, based on over 4,700 client surveys across 15 Opportunity International partners, highlights the positive outcomes of microfinance services, especially when combined with skill-building and personalized support for those previously underserved. The survey reveals that 92% of clients reported increased income, and 93% reported improved quality of life. Clients noted significant improvements in access to education for their children (75%) and enhanced meal quality and quantity (73%), indicating the holistic benefits of these financial services.

“Opportunity International is committed to designing and delivering solutions that enable the poorest households on the planet to build incomes, work their way out of poverty, and live a life filled with dignity, hope, and promise. The true measure of our impact comes from the voices of those we serve, and this report is a testament to our progress,” said Opportunity International CEO Atul Tandon.

In addition to client impact, Opportunity International’s MFI partners achieved impressive client satisfaction scores. Clients reported increased resilience, with 80% saying they have boosted their savings and emergency preparedness, while 90% feel more capable of reaching their financial goals.

Key Findings from Opportunity International's 2024 Client Survey:

- **Financial Inclusion:** 59% of clients did not have access to financial services before partnering with Opportunity International.
- **Income Growth:** 92% of clients reported increased income, a crucial factor in poverty alleviation.
- **Improved Quality of Life:** 93% of clients saw an improvement in their quality of life, with notable increases in educational access and food security.

- **Satisfaction and Trust:** Clients expressed high satisfaction, with a Net Promoter Score of 57, indicating strong client trust and loyalty.
- **Resilience:** 80% of clients reported increased savings and readiness for emergencies, reflecting the programs' success in fostering financial resilience.

The report also highlights Opportunity International's commitment to working with top-performing MFI partners. Opportunity International's partners outperformed global benchmarks on 16 out of 20 key indicators, a testament to their commitment to quality client service and protection.

One standout partner, Standard Microfinance Bank in Nigeria, emerged as one of the top three highest-performing MFIs in Africa and ranked as the top MFI across the continent and globally. Standard Microfinance Bank, a longstanding partner of Opportunity International, earned an exceptional score of 89/100. This score is a weighted average of their performance across six dimensions: Access, Business Impact, Household Impact, Client Protection, Resilience, and Agency, underscoring Standard's commitment to delivering transformative, client-focused services.

###

About Opportunity International:

Opportunity International provides financial solutions and training to empower people living in poverty to transform their lives, their children's futures, and their communities. Since 1971, Opportunity International has worked with millions of clients in over 20 countries, equipping them to build sustainable livelihoods and thrive. For more information, visit www.opportunity.org.

About 60 Decibels:

60 Decibels is a global impact measurement company that aims to make it easy to listen to the people who matter most. Its Microfinance Index provides insights into the experiences of microfinance clients worldwide. For more information, visit www.60decibels.com.