

 Early Warning System

DFC-2023-CUSTOMERVOICE

Customer Voice TA Facility



Quick Facts

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|--------------------------------|--|
| Financial Institutions | US International Development Finance Corporation (DFC) |
| Status | Active |
| Bank Risk Rating | U |
| Borrower | 60 Decibels, Inc. |
| Sectors | Communications, Technical Cooperation |
| Investment Type(s) | Grant |
| Investment Amount (USD) | \$ 1.00 million |
| Project Cost (USD) | \$ 1.00 million |



Project Description

According to the Bank's website, the Customer Voice Technical Assistance ("TA") facility affords DFC clients the chance to employ phone-enabled, direct-to customer surveys to learn about the needs and experiences of their end-customers. This facility is fully funded by DFC (free to DFC clients) and is offered to DFC clients across sectors, with half of the facility dedicated to clients in the microfinance or direct-to-customer lending space. 60 Decibels, an analytics provider with extensive experience understanding and elevating the voice of end stakeholders, will be administering these surveys across countries worldwide. At its core, this TA facility helps DFC clients to: (a) understand end-customers' experiences, (b) understand how DFC's clients' products/services have affected their end-customers' lives, and (c) identify unmet customer needs and potential improvements to products/services offered.



Investment Description

- US International Development Finance Corporation (DFC)



| Private Actor 1 | Private Actor 1 Role | Private Actor 1 Sector | Relation | Private Actor 2 | Private Actor 2 Role | Private Actor 2 Sector |
|-----------------|----------------------|------------------------|----------|-------------------|----------------------|------------------------|
| - | - | - | - | 60 Decibels, Inc. | Client | - |



Contact Information

No contact information provided at the time of disclosure.

ACCESS TO INFORMATION

Unlike many other development finance institutions, DFC does not currently have an access to information policy.

Under the United States Freedom of Information Act (FOIA), DFC is obliged to respond to reasonably formulated requests for Agency records. However, DFC may apply exemptions from release to certain types of information and may charge fees in responding to requests. DFC has a designated FOIA officer who is trained in how to respond to requests and implement the law. You can learn more about filing a FOIA request at: <https://www.dfc.gov/foia>

ACCOUNTABILITY MECHANISM OF THE UNITED STATES INTERNATIONAL DEVELOPMENT FINANCE CORPORATION (DFC)

The Office of Accountability is an independent office that addresses complaints about environmental or social issues related to DFC-supported projects. The office provides communities an opportunity to have concerns independently reviewed and addressed. If you submit a complaint to the Office of Accountability, it may assist you by either seeking to address your problems by facilitating a problem solving dialogue between you and those implementing the project and/or investigating whether the DFC complied with its policies to prevent environmental, social, human rights, and labor harms.

You can find more information about the Office of Accountability at: <https://www.dfc.gov/who-we-are/office-accountability>



Bank Documents

- [Project Disclosure](#) [\[Original Source\]](#)