

Early Warning System

FMO-61950

Social Performance Task Force

Quick Facts

Financial Institutions	Netherlands Development Finance Company (FMO)
Status	Approved
Bank Risk Rating	U
Voting Date	2022-12-15
Sectors	Finance
Investment Type(s)	Loan
Investment Amount (USD)	$ 0.21 million
Loan Amount (USD)	$ 0.21 million

Project Description

According to FMO's website:

> The Social Performance Task Force (SPTF) and Cerise is a non-profit membership organisation with more than 4,800 members from all over the world.
>
> Through this project FMO would support SPTF/Cerise to identify and incorporate new client protection risks coming from digitisation of financial services, as part of the ongoing work with the Responsible Digital Financial Services Standards Working Group; update client protection-related tools and quality control; train experts on latest client protection best practices; and maintain IT Maintenance & improve communications with industry players.

Investment Description

- Netherlands Development Finance Company (FMO)

Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	Social Performance Task Force	Client	-

Contact Information

Project contacts not available at the time of disclosure.

ACCESS TO INFORMATION

As part of FMO's ex-ante disclosure (disclosure of transactions before contracting), you can send requests or questions for additional information to: disclosure@fmo.nl

ACCOUNTABILITY MECHANISM OF FMO

Communities who believe they will be negatively affected by a project funded by the Dutch Development Bank (FMO) may be able to file a complaint with the Independent Complaints Mechanism, which is the joint independent accountability mechanism of the Dutch Development Bank (FMO) and the German Investment Corporation (KfW). A complaint can be filed in writing, by email, post, or online. The complaint can be filed in English or any other language of the complainant. The Independent Complaints Mechanism is comprised of a three-member Independent Expert Panel and it can provide either problem-solving, compliance review or both, in either order. Additional information about this accountability mechanism, including a guide and template for filing a complaint, can be found at: https://www.fmo.nl/independent-complaints-mechanism