

 Early Warning System

IFC-600807

An Binh Bank Advisory



## Quick Facts

<b>Countries</b>	Vietnam
<b>Financial Institutions</b>	International Finance Corporation (IFC)
<b>Status</b>	Active
<b>Bank Risk Rating</b>	U
<b>Borrower</b>	An Binh Bank
<b>Sectors</b>	Finance
<b>Investment Type(s)</b>	Loan
<b>Investment Amount (USD)</b>	\$ 0.26 million
<b>Project Cost (USD)</b>	\$ 0.26 million



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## **Project Description**

The project aims to strengthen the operational capacity of An Binh Bank to provide more customer-centric services to SME clients. This will be achieved through focused advisory assistance in the following areas:

(i) SME Banking, with a focus on customer management:

- \_ Revise the SME segment definitions and enhance understanding of the SME segment
- \_ Develop the customer value propositions for the target SME segment
- \_ Enhance sales and services to the SME segment

(ii) Risk Management

- \_ Develop an SME credit scorecard



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### **People Affected By This Project**

The project aims to improve access to financial services for SMEs (small medium enterprises) in Vietnam, by supporting An Binh Bank to better acquire, serve and retain SME clients. This will be achieved by developing the bank's capacity for customer management and risk management.



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## Investment Description

- International Finance Corporation (IFC)

The project budget includes all project-funded activities as \$265,244.00 US



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## Contact Information

\*No contact information available\*

### ACCOUNTABILITY MECHANISM OF IFC

The Compliance Advisor Ombudsman (CAO) is the independent complaint mechanism and fact-finding body for people who believe they are likely to be, or have been, adversely affected by an IFC or MIGA- financed project. If you submit a complaint to the CAO, they may assist you in resolving a dispute with the company and/or investigate to assess whether the IFC is following its own policies and procedures for preventing harm to people or the environment. If you want to submit a complaint electronically, you can email the CAO at [CAO@worldbankgroup.org](mailto:CAO@worldbankgroup.org). You can learn more about the CAO and how to file a complaint at <http://www.cao-ombudsman.org/>