

# 15 YEARS

## TOWARDS A FULL ECONOMIC CITIZENSHIP

IMPACT REPORT 2023

 **Fundación Capital**

# CONTENT

## 01 Our dream

- 15 years, fulfilling the dream of moving forward

## 02 Economic Inclusion

- From protection to social promotion

## 03 Financial Inclusion

- Towards a resilient and sustainable finance inclusion

## 04 Digital inclusion

- Digital solutions serving people

## 05 Alliances and transparency

- Our Ecosystem Partners and Financial Status



01

# Our Dream

# 15 years Accompanying the Dream of Moving Forward



**Yves Moury, CEO.**

In 2024, we celebrate 15 years of sharing a great dream: **promoting free and full economic citizenship** in communities facing situations of greater vulnerability and inequality. To achieve this, we must accompany them to fulfill, achieve and express their social and economic potential by understanding their contexts and needs.

It has been 15 years impacting complex situations that replicate or regenerate multidimensional poverty, making evident **the need to change the ecosystems and structures that foster situations of inequality and inequity**. Therefore, as social entrepreneurs, we are committed to changing these mechanisms of poverty reproduction through systematic work in partnerships with governments, organizations and companies, deeply understanding ecosystems and working at scale.

In this challenging and renewed task, the **gender-transformative approach** is transversal in most of our initiatives to influence social norms, integrating **gender lens**

**throughout our project**, in order to identify biases and opportunities, from an intersectional approach, aiming to close gender gaps and reduce existing inequalities between men and women.

Also, our **climate action program** aims to strengthen the resilience of the communities we work with, providing them tools and resources to overcome the impact of climate change on their lives, businesses or productive activities.

Finally, the urgency of **innovation and adaptation** to new technologies is another of our objectives. We integrate and leverage the use of **artificial intelligence** to advance towards the creation of **creative, resilient and innovative ecosystems**. Its inclusion in our work facilitates continuous guidance for families to adopt the solutions they really need.

# We Do Not Only Innovate, We Change Ecosystems

For 15 years, at Fundación Capital we have been working to improve the economic and financial lives of millions of people who live in vulnerable situations worldwide.

With an ecosystem approach and supported by technological innovation, we build partnerships with public and private organizations that share our vision of change. These partnerships include the communities we serve, with which we co-create solutions that promote sustainable, equitable and inclusive development at scale.

7M+

PEOPLE REACHED

19

COUNTRIES

140+

HISTORICAL PARTNERS

6

INTERNATIONAL AWARDS



# Our Great Ally

At Fundación Capital we understand that the best decisions are usually made based on relevant, up-to-date and high-quality information. An essential part of this information comes from the data we handle. For this reason, we have developed a **data strategy** that allows us to **understand and offer the best services to the people we work with, bridge the digital divide for low-income populations, and measure our impact as an organization to analyze and guide decision-making.**

The importance of gender-sensitive data has motivated us to identify, collect, process and analyze our operational data using this approach, in order to **discover and characterize patterns that reveal systemic problems that affect women**, which might otherwise go unnoticed. We seek to communicate reliable and truthful results that advocate for a transformation of social norms and gender roles.

At the same time, we define strategic indicators to measure **environmental impact**, allowing us to show results that support positive adaptation to the effects of climate change.

We know that the value of data increases with its use and speed of circulation and, for us, it reaches its maximum value when participants decide, given the quality of our work and the strength of their evidence, to continue collaborating with us. For this reason, we have created a **Data Governance Strategy** in order to generate unified and high-quality information, investing in digital solutions connected to **Artificial Intelligence** that facilitate data processing and support us in the transformation towards new models to ensure better analysis and effective use of data.

# An **Epic Journey**

**1** 2009-2011

We started with **Proyecto Capital, a Financial Inclusion initiative** that expanded in Latin America with the successful social promotion program **“Graduation”**.

**2** 2012 - 2014

We developed the first **digital solutions**, such as LISTA, to address the needs of the most vulnerable communities and received our first Skoll award.

**3** 2015-2017

We started **operations in Africa!** We diversified and **achieved important partnerships** along with recognition from other organizations such as **Ashoka, USAID and the Schwab Foundation.**

**4** 2018-2020

We strengthened ourselves by integrating a **Data Governance approach and a Transformative Gender approach**, both transversal at all levels of the organization.

**5** 2021-2023

We expanded efforts towards systemic change, incorporated a **strategy for Climate Action and introduced work with Artificial Intelligence** in partnership with global leaders.

**6** 2024

We are **celebrating 15 years** of devising a present and future where full economic citizenship is the path to a more just and sustainable world for all.

02

# Economic Inclusion







**Tatiana Rincón**, President,  
Gender, Livelihoods and  
Social Protection.

## From Protection to Social Promotion

When addressing poverty, it is essential to take into account its multidimensional nature. It is not limited to income issues which, while relevant, do not provide a complete picture. For example, it has been shown that **women are more likely to be in poverty and to experience systematic discrimination and violence**, so the analysis of poverty cannot ignore the gender perspective. This shows the urgent need to adopt strategies that lift people out of this situation.

Our **Graduation programs seek a comprehensive approach to various aspects of people's lives. To date, we have worked in seven countries: Mexico, Brazil, Colombia, Paraguay, Mozambique, Tanzania, and Honduras**, where we have successfully incorporated these programs into public social protection policies while maintaining exceptional quality standards.

Furthermore, our programs have undergone rigorous evaluations, and have been proven effective in sustainably rescuing people from extreme poverty.

At Fundación Capital, we place great value on achieving results and generating impact. We are confident that we are not only contributing to social well-being, but also implementing truly effective policies to eradicate poverty.

That is our main objective:

To ensure that what we do generates a real impact and has the potential to transform people's lives.

# Graduation in Numbers

## People reached:



**+125,000**  
households



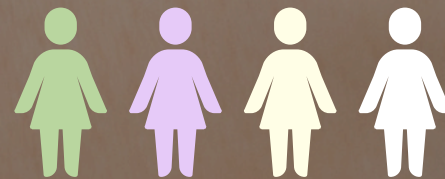
**About 600,000**  
Indirect beneficiaries



**+125,000**  
Direct participants



**+125,000**  
Participants in in-person or virtual  
training sessions



**+100,000**  
Female participants

## Members:



**17** government entities



**20 organizations**  
(International cooperation, Multilateral  
Organizations, Universities and Civil  
Society Organizations)



# Digital Wallets for **Climate and Economic Resilience** in Mozambique

To reach every family and build bonds of trust, it is necessary to understand the context. This requires time working in multidisciplinary teams and local collaboration networks, where community **leaders are the main allies and protagonists in generating development opportunities and livelihoods for vulnerable families.**

Aware of this, since 2021, at Fundación Capital we have been collaborating with the Ministry of Agriculture of the Government of Mozambique in the execution of the Rural Enterprise Finance Project (REFP), contributing our experience in adapting the Graduation methodology to reduce extreme poverty for 5,000 families in Sofala, Tete, Manica and Zambézia.

Mozambique is prone to natural disasters that can jeopardize the project's results and reduce its sustainability.

This initiative **sought to progressively develop** the capacity of families living in extreme poverty so that they can have a sustainable base of income and assets, greater resilience to economic and climate crises, and ultimately overcome poverty.

**2023**

We successfully covered **100%** of the delivery of mobile devices

**5,000**

**Participants** living in areas far from banks, without telephone coverage, and who had no other way to protect their savings except the use of **digital wallets.**



# REFP MOZAMBIQUE:

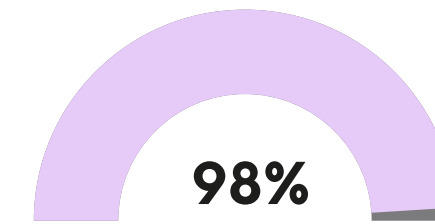
## Results

These communities benefited from saving with mobile wallets for emergencies and business management, after receiving financial training.

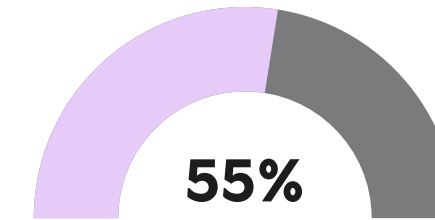
As a result of Cyclone Freddy, which heavily impacted Zambezia and Sofala, a large part of **the community was already using digital wallets** and, in the face of numerous losses of homes, farms, animals and businesses, **the participants recognized the sense of security in having their money stored in a digital wallet.**

**55% continued** with productive activities thanks to training in **AppTidão**, demonstrating resilience and learning in the project. The desire to overcome challenges among the beneficiaries stands out.

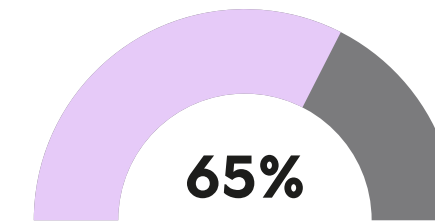
**They improved their financial skills and increased resilience to environmental challenges, boosting their confidence in digital payment methods and accessing more financial products.**



**98% of participants** attended all training sessions and participated in savings groups.



More than **55% of participants** were saving by the end of the program.



The probability for a household having less income than expenses **decreased by 65%.**

### CHANGES IN SOCIAL NORMS AND GENDER BEHAVIORS:



- Men are more involved in household chores and dedicate more time to caregiving tasks.
- The results demonstrate an improvement in the position of women in the community.

# Women Thriving in Brazil

## 2021 Prosper Family

Launched by São Paulo State Secretariat for Social Development (SEDS), the program seeks to **impact single-parent families headed by women in poverty, breaking the barriers that prevent their economic and social inclusion.**

Its design is anchored in a set of coordinated interventions that seek to give a strong "push" so that **participants can strengthen their socio-emotional skills, start a productive activity and improve their financial lives.**

As partners of this initiative from its inception, we have provided technical assistance for its design, execution and evaluation.

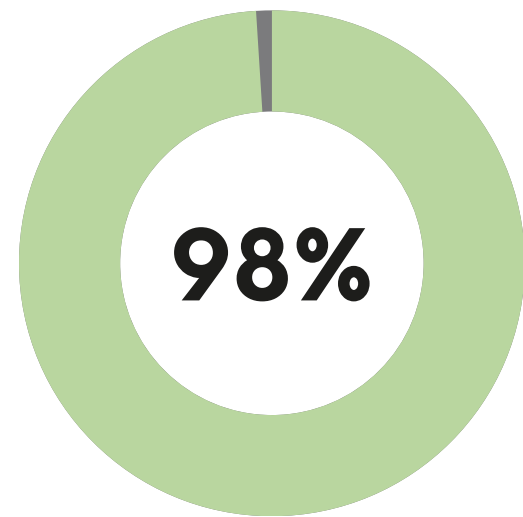


"I think that **Prospera** is not just about you thriving, I think it brought hope, it came as an energy for us to open our eyes and see that we can: that we can work, that we can study. So I think Prospera brought hope and strength. "

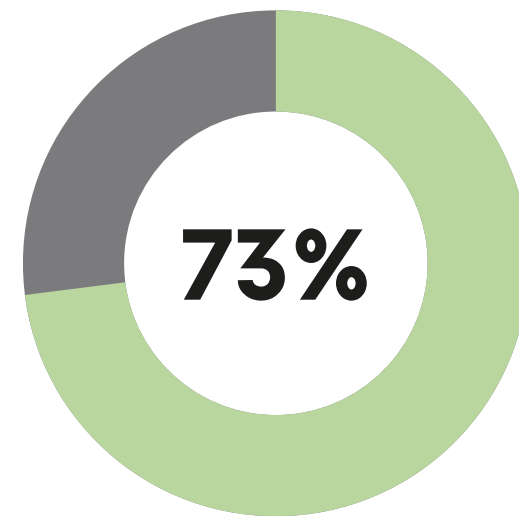
PARTICIPATING FAMILY IN PROSPERA.



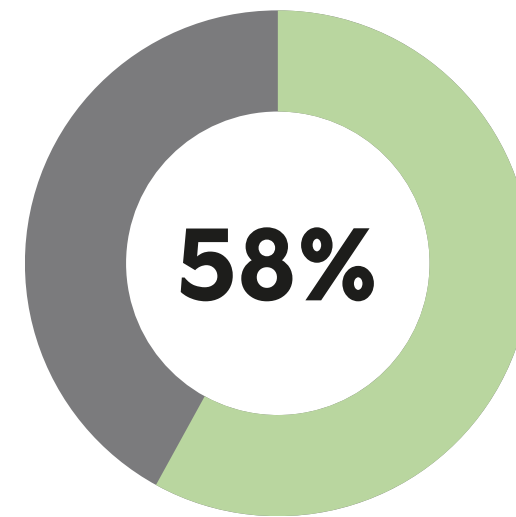
# Outcomes from the Inaugural 2023 Program



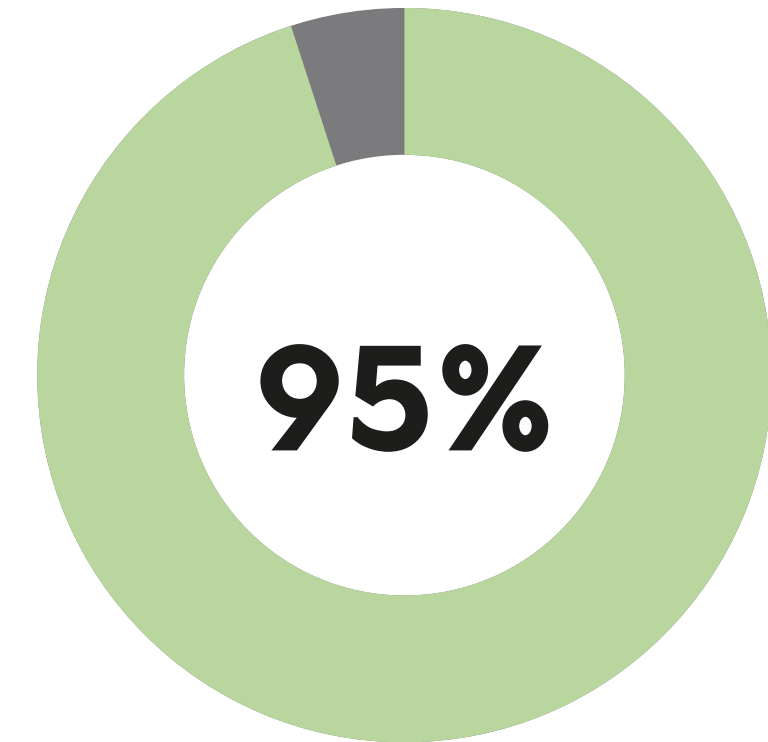
They mentioned experiencing a positive change thanks to the program.



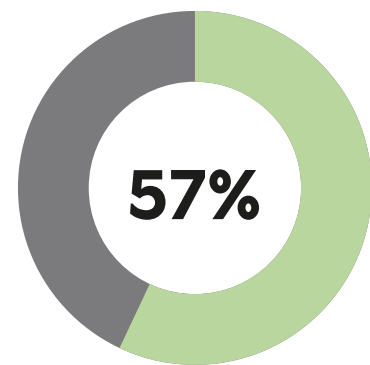
Increased confidence and motivation highlighted by the participants.



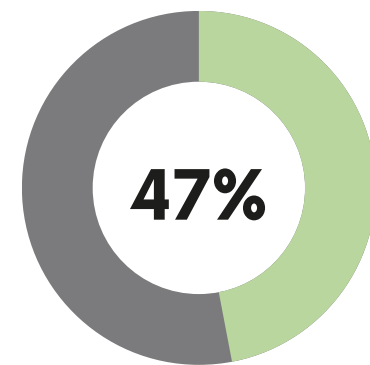
Improved relationships with people



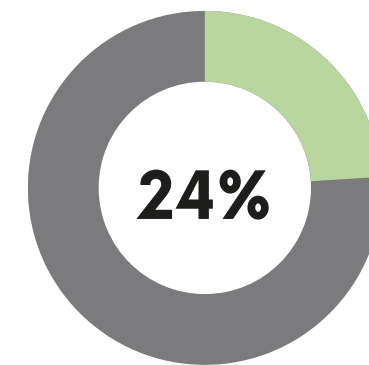
Of these, 95% attributed this result to their participation in Prospera Familia.



Increased capacity to be an entrepreneur



Savings and better money management



Established their own business during the program.

The participants mentioned that the program created spaces to meet other people and **strengthened their sense of belonging to the community**. The effects on the psychosocial dimension of the participants demonstrate that **Prospera Familia goes beyond the economic inclusion of women**, since they also increased their sense of autonomy and independence, and reported an improvement in their self-esteem.

# Scaling Graduation Programs from within Governments

The purpose of the Graduation programs is to **promote systemic changes that allow the transition from basic social protection policies to systems with a comprehensive approach that address poverty in a multidimensional manner.** To achieve this, it is necessary to integrate them into the government public policies, although this requires facing important adaptive challenges in their implementation.

**Systemic change** will only be possible through internal transformations in government organizations and teams, strengthening their capabilities and practices, and promoting mindset and behavioral changes in public servants, partners and communities that are committed to this transition.

Our intervention in Mexico is an example of this. After successfully implementing a pilot for 400 families in collaboration with the Mexican Federal Government, since 2022 we have been working with the Government of Nuevo León to integrate the Graduation approach to its economic inclusion programs, **reaching more than 7,650 households in urban and rural areas .**

Although an important part of Fundación Capital's consultancy has been the contextualized technical design of the program, progressively integrating the Graduation components (articulation with money transfer programs, coaching and support, promotion of savings and seed capital), and support in implementation, our impact has gone beyond that. **We have continuously trained more than 90 field workers** to strengthen their technical knowledge and skills to support participants, with an inclusive approach and promoting peer learning.



"I now feel more prepared, less nervous when speaking in public, with more knowledge of the topics both to deliver the sessions and to put them into practice in my personal life, the importance of having all these key points when starting a venture".

SOCIAL MANAGER WHO TOOK THE TRAINING FOR HER WORK IN THE FIELD



# More Achievements:



We provide **learning spaces** for technical teams, fostering **collaboration and facilitating conflict resolution.**



Watch the latest **Graduation video** from protection to social promotion



We **strengthened monitoring processes and Governance** instances for timely decision-making.



We invite you to read the document on good practices



Continuous improvement drives the Government to **effectively close the first version of the program,** systematize the experience, and **plan a second version in the future.**

This is just one example of the work we do with Governments in **Latin America and Africa.** In 2023, together with international organizations experienced in implementing these programs (BRAC, Village Enterprise, BOMA, World Bank), we consolidated best practices for scaling up of this type of programs with Governments.





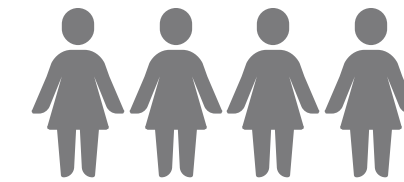
# Graduation for Development in Paraguay

In 2023, the efforts of the Graduation team focused on accompanying and providing technical support to the Tenonderã Program of the Ministry of Social Development (MDS) of Paraguay, whose main objective was to increase the productive assets of vulnerable families. **The new design of the program will benefit approximately 9,500 participating families during 2024.**

## What did this innovation involve?

- **New Entrepreneurship Pathway of the Tenonderã Program**, which schedules and guides each step through that participants must take during 24 months with technical support, training and provision of "Seed Capital".
- **Training for field technicians, operational technicians and administrative officials** to improve the monitoring processes and technical support of the program.
- **Training program, certified by the Ministry of Labor, Employment and Social Security.** 83 family guides participating in the Tekoporã Program of the Guairá Department successfully completed the course.

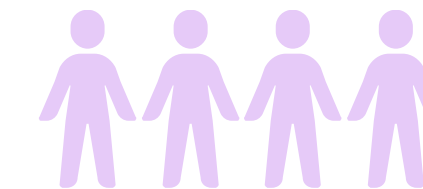
## A HUG FOR ENTREPRENEURIAL WOMEN



**+1000**

entrepreneurial women

In 2023, they participated in the **Abrazo** Program to strengthen ventures, create business plans, design branding, and organize sales fairs through inter-institutional partnerships.



**250**

women

**25 savings groups were formed** through which individual and collective savings were promoted, **strengthening trust in community environments and promoting the idea of associativity as a sustainable channel for the management of economic resources.**



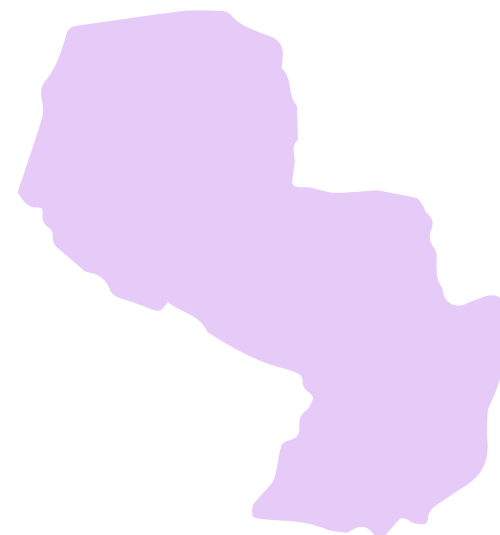


# Women Transforming their Communities

Part of the comprehensive approach to poverty involves **understanding technical training, advisory services and community participation as fundamental tools for the economic and social improvement of these women and their communities**, for the growth of their businesses or ventures and, consequently, the increase of their family income. The triple role played by women (childcare, household care and entrepreneurship) often represents the main gap to accessing these tools, given that these roles overlap in their daily lives, relegating access to knowledge and training.

It also seeks to improve their business management and life skills and increase their access to community and financial resources such as credit, savings tools and associativity.

A fundamental and unavoidable variable is the need to provide these **childcare spaces** for the children of the participants, which become true community support systems where the participants can confidently entrust the care of their children while they acquire new useful skills to move towards poverty reduction and the development of their communities.

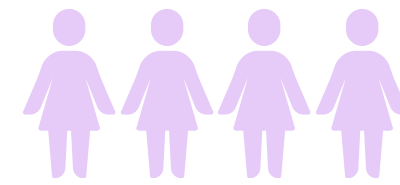


**“Mujeres Transformadoras:  
Generating economic solutions in  
the community”**

With the technical and financial support of the USAID, this initiative aims to **increase the participation of 3,000 women** entrepreneurs and leaders in three locations with the highest poverty rates in **Paraguay**.



# In 2023



**59%** of the total **3,000** coming from **28 districts.**

**1,771**

Female participants

**583 women improved their community participation.**

The participating women belong to **169 savings groups**, which, from June to December 2023, **saved USD 86,846.** Additionally 174 women leaders were trained.



Partnerships were established with **3 financial institutions:**

- National Development Bank
- Agricultural Habilitation Credit
- COOPEDUC



**5 financial products and services** were established.



"I sell herbs and medicinal remedies. I run my business from home because I still have young children and cannot leave them alone. That's why I was surprised when they told me about those spaces. This way I can go out and participate in the training and I know that my children are having fun and they are safe. That is the most important thing".

LIDIA CABALLERO FROM CAAGUAZÚ.

**2024** is projected to be a space for growth, real transformation and empowerment.

03

# Financial Inclusion



# Towards Resilient and Green Financial Inclusion



**Juan Navarrete,**  
President Digital Inclusion,  
Fundraising & Partnerships

The **conception of financial inclusion has evolved**, prioritizing use over access to products and highlighting the importance of financial health and a comprehensive understanding of the system. However, we must shift our focus to development outcomes that we often overlook. It turns out that the advancement of financial inclusion today is threatened by the growing gender gap and the lack of tools to address climate change.

A priority is to **promote truly inclusive, resilient and environmentally friendly financial inclusion**. The key lies in the effectiveness of digital public ecosystems and harnessing the power of data. The agenda is challenging and the changes will not be easy, but we must understand that **the effort is collective and cannot be postponed any longer**.

## DIGITAL SAVINGS AND PAYMENTS: KEYS TO FINANCIAL INCLUSION

Prejudices regarding savings still persist, especially in contexts of poverty. The key question is whether it is possible to save when access to income is low. Our experience in promoting individual and group savings in our initiatives shows that it is possible. We believe in **savings as a gateway to financial inclusion** since our beginnings as an organization. By making financial transfers, a person interacts with the financial system, often allowing access to other products, such as credit and insurance. Additionally, it ensures that **the journey towards financial inclusion promotes security and robust financial health**.



**Adriana Insaurrealde,**  
Senior Vice-president



# The “Starting Over” of Migrant and Refugee Communities

Migration is a phenomenon that has gained relevance in Latin America in recent decades, with millions of people moving in search of better economic and living opportunities.



**8 million** people have migrated from **Venezuela** to another country, of which more than **2.8 million** Venezuelans being welcomed in **Colombia**.

This population suffers particularly high levels of financial exclusion. According to data from DANE, in **2023 only 27.6% of migrants have access to some product** (in the case of Colombians, this figure reached 92.3% in 2022). The **weak access to financial products has mainly been through electronic wallets and savings accounts**. The access gaps between migrants and the local population are even greater in the case of credit and insurance.

**Fundación Capital is promoting the financial inclusion of the Venezuelan migrant population through two initiatives:**

**Cerrando Brechas**, which we have been working on since 2022 together with Humanity & Inclusion and the French Agency for Development.

**Parche Financiero**, which began in 2023 together with Banca de las Oportunidades, Humanity & Inclusion and Voices of Venezuela.

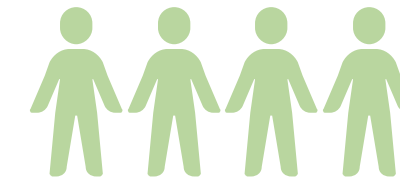
Through these initiatives, we are reaching the 10 municipalities in Colombia with the **highest concentration of migrant population**, which coincide with the capital cities of the country.



The **financial inclusion strategy** that we are directing toward this population **focuses on:**

- 1** The **dissemination of information and useful tools** that promote the approach and understanding of the migrant population about the Colombian financial system and promote their financial health.
- 2** **Collaboration with the financial sector** to find alternatives to the obstacles that currently make the financial inclusion rates for the migrant population in Colombia low. For example, today we have 5 financial entities as partners with which we are working on:
  - **Defining their strategy** to reach this population.
  - **Making changes in policies** so that the financial offerings meet the needs of the population.
  - **Commercial and communication strategies.**
  - **Raising awareness among officials** to reduce conscious and unconscious biases towards the migrant population, among others.
- 3** **Advocacy with relevant actors in the ecosystem** who, from the public, private and social sectors, can contribute to reducing the barriers that the migrant population encounters today to access the financial system.

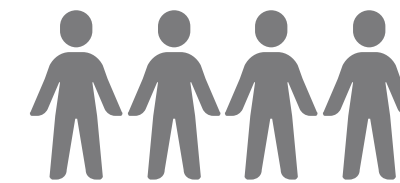
## In 2023



**35,078**  
people

### Opened a financial product

Of this group, **56% are women and 44% are men.**



**1512**  
people

### Accessed content to strengthen their financial capabilities

Of this group, **82% are women, 76% are Venezuelan migrants and 9% are people with disabilities.**

“

“Many migrants, because we couldn't open a bank account, had to use other people's accounts and sometimes it was a bit cumbersome because we had to bother the person who lent us the account. “Now we can use our own account and manage our own money as we see fit”.

LILIAN, PARTICIPANT OF CERRANDO BRECHAS IN BARRANQUILLA.

# A Land of Opportunities

Together with the UNHCR, in 2023 we started the “Tierra de Oportunidades” project that **aimed at strengthening social ties between the refugee population from Venezuela and the host community through the enhancement of entrepreneurial initiatives, facilitating access to employment and the financial system**, and reaching 15 municipalities in Colombia.

Through surveys and studies with focus groups and continuous interaction with institutional partners, territorial leaders, partners of other projects implemented by the UNHCR, and the project participants, we were able to understand the unique characteristics of the territories and their needs. , as well as the barriers that Venezuelan migrants face in finding employment or developing their businesses.

In terms of gender, the project in the territory **identified and worked with population victims of gender-based violence** and we developed synergies with the UNHCR to address these cases.

## The design of two strategies were key in 2023:

- An **Employability Route** where we supported 840 individuals who were trained in work and technical skills and assisted them in participating in entrepreneurial fairs.
- An **Entrepreneurship Route** where we supported **490 micro and small businesses**, in specialized topics such as capacity building, business challenges and management of complementary offerings. In addition, we promoted networking events among entrepreneurs to strengthen the network.





# Strengthening the **Micro-entrepreneurial** Ecosystem in Latin America

For three years, DigitAll **promoted increased productivity and improved financial health of 68,340 micro and small enterprises (MSEs) in Colombia, Mexico and Peru, of which 67% were led by women.** This was achieved with the support of Mastercard's Center for Inclusive Growth and local partners, accompanying each business in their digitalization experience and access to digital solutions that strengthened and connected each productive unit with different quality products and services. This is how we seek to generate more and better job opportunities and **achieve sustainable economic development at scale.**



“Now I know how to better manage social media, I promote my business on Facebook, do deliveries through WhatsApp Business, and have a brand for my store.”

CARLOS MORALES FROM LIMA.

	Project Impact	Reach
<b>Interaction with Digital Solutions, Financial Education and Business Management</b>	1.- Participants who used digital tools	68,340
	2.- Participants engaged in digital training programs	12,409
	3.- Participants with access to information about digital services	66,920
	4.- Active uses of digital tools	15,711
	5.-Participants who expressed improvement in skills and knowledge	3,787
<b>Productivity Business Growth</b>	6.- Participants who reported increased sales/profits	2,085
<b>Financial Health Access to Products and Services</b>	7.- Increase in financial security practices	2,740
	8.- Access to formal loans	277
	9.- Use of deposit or insurance services and training	943

# 400,000 MSEs will be Digitalized in Mexico: **A dream possible only with others**

Secure access to technology is a universal right. This is where Strive México comes from, which, thanks to the trust of MasterCard, seeks to bring technology closer to 400,000 MSEs that feel ready for digitalization and are interested in adopting digital tools to enhance their ventures. Two thirds of them, that is, more than 250,000 microenterprises, will be led by women.

Its purpose is for micro-entrepreneurs can adopt or use technology to increase their sales, improve the administration of their businesses, have better internal control, facilitate management with their suppliers, even expand the customer network and, of course, we also help them learn about solutions that add value to their products and facilitate the implementation of marketing strategies.

**Reaching 400,000 MSEs is only possible thanks to working alongside with a network of partners in Mexico. Today, this network already has 33 organizations with various activities and we seek to expand this ecosystem by adding the purpose of Strive Mexico to each of their activities.**

Strategies to achieve this ambitious goal:

1. **Training trainers:** this involves of training **digital ambassadors** to replicate their knowledge and information about the use and usefulness of technology to their clients.
2. **Social networks:** help us increase this value. In 2023, we built a community of 25,000 followers on Facebook where we address all the doubts and concerns of the participants.
3. **Marketing campaign through our partners:** through a “marketing portfolio” so that our allies are true promoters of Strive México.

## Digital solutions supported by Strive México

			
<p><b>Through</b></p>	<p><b>Powered by</b></p>	<p><b>Powered by</b></p>	<p><b>through</b></p>
<p>A digital platform offering information on digitalization, entrepreneurship, and finances.</p>	<p>Access personalized mentoring to learn how to solve problems and build businesses.</p>	<p>Free ChatBot that provides information, products, and services for managing your business.</p>	<p>Platform that allows comparing digital tools for entrepreneurs.</p>

# Women lead their finances

Working to promote full financial inclusion and encourage economic empowerment and financial autonomy of women in Colombia means promoting systemic change, which can only be achieved through the implementation of disruptive initiatives that include the transformation of gender social norms that limit women from reaching their full potential.

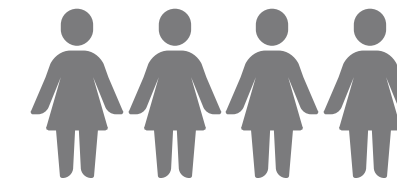
**Protagonistas, finanzas con equidad de género** was an initiative funded by USAID Gender Equality and Women's Empowerment Hub (USAID/GenDev), and developed by Fundación Capital, CoreWoman and Cooperativa Financiera de Antioquia (CFA), whose objective was to increase commercial capital. In 2023, this initiative concluded with **four important innovations:**

## 1 Comprehensive Care Route

It sought to address **the needs, characteristics and expectations of women in Antioquia**. To do this, we carried out research where we **identified the main barriers and needs that women face in accessing using, and benefiting from financial products**. We also **revealed gender stereotypes and biases present in women and in their environment**, and the impact these have on their financial decision-making process, participation in productive activities and access, use and control of financial products. With the results, we lead co-creation workshops, together with CoreWoman, CFA and women from Antioquia to overcome these barriers and address their needs.

## SOME ACHIEVEMENTS:

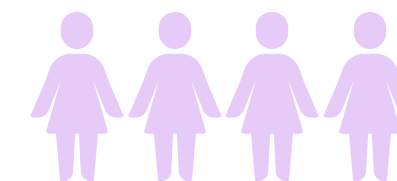
2,228 credits awarded



2,108 women

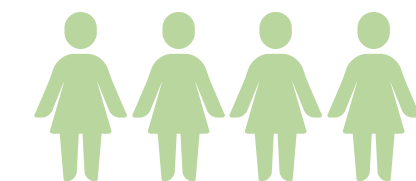
Of diverse profiles (informal entrepreneurs, those with non-traditional incomes, formal entrepreneurs, salaried workers and rural women).

9,942 savings products



8,265 women

2,369 insurance purchased



1,629 women

## 2 Psychometric score

We designed a **psychometric score** to complement the traditional score with which CFA works during the credit analysis process, and to build capacity so that it can continue working on **financial inclusion with a gender focus**.

“

“It allowed us to incorporate factors into the risk analysis that we were not evaluating before. With these tests, we will be able to better identify the indicators and overcome the fear of offering credit to women,”

CFA RISK ANALYSIS DIRECTOR.

## 3 Systemic change strategy and gender roles

Seeking to contribute to gradual changes in gender stereotypes present in Antioquian culture, a series of activities were promoted where **5,690 people participated in initiatives reflecting on the impact of social gender norms on their life projects**.

“

“I was able to start my business without the help of my husband... little by little he understood that by being independent we would have a better financial situation in our lives, and now he is the one who gives me advice on growing my business”

ENTREPRENEUR IN SONSON.

## 4 Network of Entrepreneurial Women

This network was formed in **24 municipalities**, with the participation of **42 women's groups made up of 1,569 women** with productive activities and with the intention of working collaboratively with other women for their productive strengthening.

“

“The process has given us that personal confidence, self-esteem, confidence in the product, and the knowledge that what we are doing is done well. We have the vision and the desire to continue building. “We also want to learn about project formulation so that in the future we can present projects in our name as a committee of artisans”.

DIRECTOR OF THE ARTISANS COMMITTEE IN GIRARDOTA

**12,002**

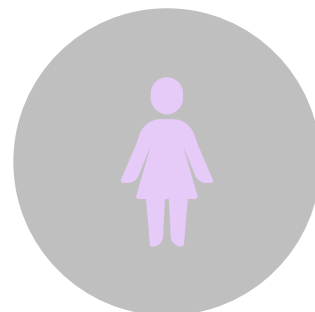
**Women**



Benefited from financial products

**1,369**

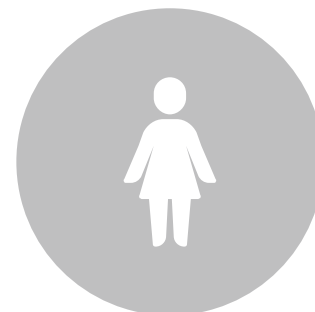
**Women**



They improved their entrepreneurship skills

**2,219**

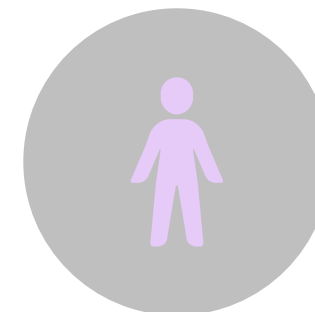
**Women**



They participated in financial education workshops

**5,690**

**People**



Engaged in raising awareness on social gender norms

**1,596**

**Members**



Of the network of women entrepreneurs



# Savings groups **empowering women**

“To address complex problems, innovative ideas are required” was the perspective embraced by **Chaco Innova**, an initiative by Avina in which we participated as partners, which promoted **access to and adoption of innovative solutions to accelerate the reduction of the vulnerability of the communities of the Gran Chaco Americano to change** climate and post-pandemic effects.

The proposal focused on **facilitating and promoting savings and investment groups**, a group methodology that allowed individuals to save with pre-agreed goals, timelines, and amounts. These groups managed their savings through a mobile application called **Kakuaa**, where they recorded their contributions and tracked their progress.

**Fundación Capital's experience in promoting savings groups** in Latin America and Africa with people in poverty and extreme poverty **has demonstrated positive results not only in terms of economic but also social resilience.**

“Alpi nayateeta yayamaxá jalom / Organized women who save knowledge”

It was the name chosen by one of the 8 groups formed within the Santa Rosa Community of the Qom People should be lowercase. The name reflects the vision of not only coming together to save money, but also as a way to strengthen community organization. This group is made up of 25 artisans who are dedicated to the production of baskets, hats and other items made in totora, karanda'y (Copernicia alba) and karandilla, this being their main economic activity. **One way of saving is to have assets, such as artisanal products, that can be sold if necessary.**

**According to the participants themselves, the groups generate greater cohesion and trust between the participants, their families and their community.**



# Consulting for the IDB

## Financial inclusion of indigenous peoples in Ecuador, Colombia and Peru

In 2022 and 2023, Fundación Capital developed two consultancies for the Inter-American Development Bank (IDB Invest) aimed at knowing and understanding the supply and demand of financial services by indigenous peoples.

**The supply study** focused mainly on the indigenous communities of the Amazon of Ecuador, Colombia, Peru, and Panama. The objective was to understand the available financial offerings available for these populations to identify barriers to access and use financial services. To achieve this, best practices were analyzed that could facilitate a more agile process of financial inclusion for these peoples.

**The demand study** focused on the Coconuco, Nasa, and Yanacona indigenous peoples of Colombia, and from Chibuleo and Shuar (Ecuador). Here, the objective was to understand the situation and challenges of access to credit and other financial services by households and businesses belonging to these five communities.

## Financial inclusion for biobusinesses in the Amazon region of Colombia and Ecuador



This initiative had the purpose of developing a **marketplace to strengthen biobusinesses** in the Amazon region of Colombia and Ecuador.

As a first step, **we seek to achieve a better understanding of financial services for biobusinesses, microenterprises and underserved populations** (mainly indigenous and Afro-descendants) **based on an analysis of supply and demand.**

Based on this, appropriate, **affordable or innovative financial solutions were identified** that could respond to the needs of these populations. They also **sought to support the strengthening of capacities of relevant financial actors for the development of these financial solutions**, adhering to international best practices in environmental, social, and governance (ESG) standards.



04

# Digital Inclusion

# Digital Solutions Serving People



**Natalia Cañon**, Director  
Advanced Digital Services.

Currently, one of the main challenges we face is people's level of digital literacy, as well as the trust they have in digital tools. To overcome this, we take a co-creation approach, working side by side with the people we serve. By doing so, we better understand your needs, expectations, weaknesses and objectives. We do not start creating from a desk or an office, but alongside them and for them. **We ensure that everything we produce, whether technology, devices, content, user experience or interface, fits the needs of people and the reality of the territories.**

In addition, it is essential to have the support of local leaders and people who live in the communities. The effectiveness is different when an external person presents a digital tool or solution compared to a local leader who can show how access to said tool changes the life of the community.

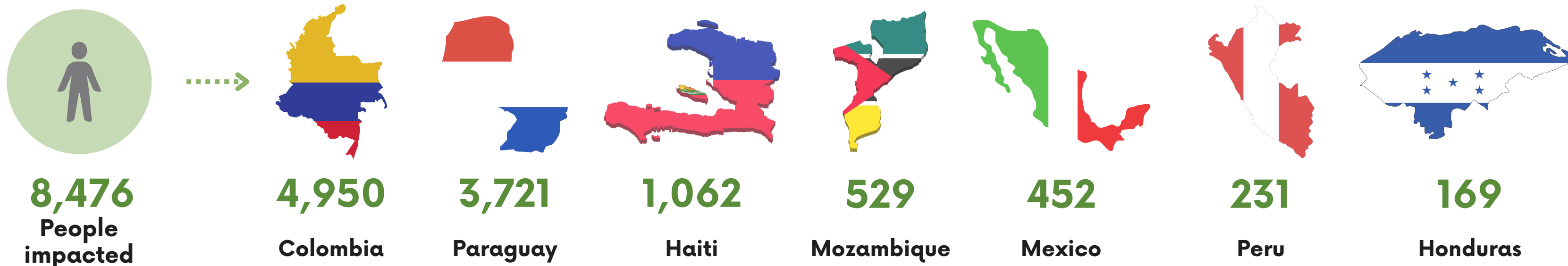
This approach allows us to understand the critical points, needs and reality of the territory. Once we understand the situation, we move to the co-creation phase and **develop prototypes in a virtual environment in an economical and efficient way. We ensure that what we addresses the needs and alleviates the pain points identified in the previous phase, allowing us to iterate and improve digital solutions.**

Our goal is to ensure that technology and data are at the service of people in vulnerable situations. This is the most effective and cost-effective way to contribute to systemic change in communities.



# Our Digital Solutions in 2023

## The highlights



This year, we introduced Transforma, a comprehensive digital platform that puts videos, infographics and downloadable material on digitalization, entrepreneurship and finances at the service of microentrepreneurs.

You can access it here: <https://plataforma-transforma.com/>



We also developed **Luka**, a high-tech, high-personal contact service that accelerates and optimizes the process of onboarding, activation, and training process for bank agents in Colombia to improve financial inclusion in their communities.

You can access it here: <https://lukadigital.net/>.



# Com-Héctor in Baptista and Sarifa's Life

"Since Com-Héctor reached thousands of young people in informal employment in Mozambique, they began to use this tool to expand the marketing of their services and find more job opportunities. Three functionalities were key to achieving it:

**Salary Calculator:** Uses salary benchmark data to help set fair wages for your services and prices for your products.

**Business Card & Resume Creator:** Tool to create a digital card that displays on your WhatsApp profile so all your contacts can see your services clearly displayed.

**WhatsApp Brochure Maker:** Provides the ability to create a professional digital brochure, which can be sent via WhatsApp and other communication channels to promote your services.

“

"I was able to expand my services and learn a lot. My first interaction with Com-Héctor was through my business card that I was able to share on WhatsApp. The next day many of my contacts were sharing it and I was able to find more clients. My second interaction with Com-Hector was creating a digital resume that I was able to send to a client who was outside Mozambique. He assessed my skills and got me a job in Maputo, which was very positive and I can say that it was a blessing,"

BATISTA ARTIMISA MACHAVA, ELECTRICIAN.

"I got a brochure through Cândida, the promoter of Com-Hector. It's helping me a lot because I put images of my business, of what I do. I also got a business card and my resume, which are helping me expand my business even more. "I put them on my social networks, people contact me, and the truth is that I get more work,"

SARIFA SERGIO, HAIRDRESSER.

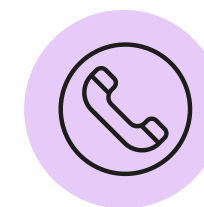


# An Ally Against gender-based violence in Paraguay

“Gender-based violence is one of the main human rights violations worldwide. It also has high costs for the economies of the countries, affecting not only those experiencing violence individually, but also communities, private companies and the State. In Paraguay, it results in a cost of approximately USD 600 million for private companies and 1,450 million at the country level, which is equivalent to 2.1% and 5.1% of GDP respectively (GIZ, 2016).

In partnership with the **Inter-American Development Bank (BID)** and the **Ministry of Women (MinMujer)**, and with the support of the **Inter-institutional Table for the Prevention of Violence Against Women (PREVIM)**, **Cora was developed**, a digital solution adapted to the needs and context of women that allows immediate access to information and channels of assistance.

## MAIN FEATURES



Emergency contacts alert



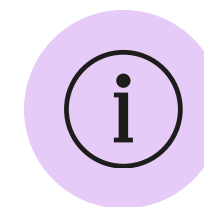
Link to 137 and hotlines



Cloud storage



Self-assessment test



Camouflage, information, and training



Secure upload of photos and videos

A group of women are gathered around a clipboard, looking at a document. The women are wearing various colorful clothing, including a grey t-shirt, a blue and green striped shirt, a blue floral top, and a white floral top. The clipboard is held in the center, and the women's hands are visible as they look at the document. The background is a blurred outdoor setting.

**05**

# Alliances and Transparency

# Our Partner Ecosystem



# Audit Report

**Deloitte.**

**Deloitte, Inc.**  
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 infopanama@deloitte.com  
 www.deloitte.com/pa

**FREE ENGLISH LANGUAGE TRANSLATION FROM SPANISH VERSION**

**Independent Auditor's Report to the Board of Directors of Fundación Capital – Fundak**

**Report on the audit of the consolidated financial statements**

**Opinion**

We have audited the consolidated financial statements of **Fundación Capital – Fundak** ("Fundak"), which comprise the consolidated statement of financial position as of December 31, 2023, and the consolidated statement of income and other comprehensive income, consolidated statement of changes in net assets and consolidated statement of cash flows for the year then ended, and notes to the consolidated financial statements, including a summary of material accounting policies.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Fundak as of December 31, 2023, and its consolidated financial performance and its consolidated cash flows for the year then ended in accordance with International Financial Reporting Standards (IFRSs), issued by the International Accounting Standards Board.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Consolidated Financial Statements* section of our report. We are independent of the Group in accordance with the International Ethics Standards Board for Accountants' *Code of Ethics for Professional Accountants* (IESBA Code) and the Professional Code of Ethics for Certified Professional Accountants of Panama (Chapter IV of Law 280 of December 30, 2021), and we have fulfilled our other ethical responsibilities in accordance with the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Emphasis of matters**

We draw attention to Note 16 of the financial statements, which has been corrected to improve the understanding of Fundak's financial statements. Our view is unchanged on this matter.

**Other matter**

The consolidated financial of Fundak for the year ended December 31, 2022, were audited by another auditor who expressed an unchanged opinion on these statements on April 13, 2023.

**Deloitte .**

**Responsibilities of management and those charged with governance for the consolidated financial statements**

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with IFRSs, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Group's financial reporting process.

**Auditor's responsibilities for the audit of the consolidated financial statements**

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.

**Deloitte .**

- Evaluate the overall presentation, structure and content of the consolidated financial statements, including the disclosures, and whether the consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**Other legal and regulatory requirements**

In compliance with Law 280 of December 30, 2021, which regulates the profession of the Certified Public Accountant in the Republic of Panama, we declare the following:

- That the Management, Execution and Supervision of this Audit work has been carried out physically in Panamanian territory.
- The work team that participated in the audit referred to in this report is made up of Yanelly Grajales, Partner, and Mario Arracera, Manager.

  
 Deloitte, Inc.

  
 Yanelly Grajales  
 C.P.A. No.0666-2015

May 2, 2024 May 2, 2024 except with respect to Note 16 of correction to previously issued financial statements, which is July 30, 2024.

Panamá, Rep. of Panamá



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[info@fundacioncapital.org](mailto:info@fundacioncapital.org)

