



IMPORTANT ANNOUNCEMENT

Accra, Ghana, March 13, 2020

YieldRock Micro-credit Services wishes to bring the following to the attention of our cherished customers:

ALERT: HEALTH RISKS ACROSS SUPPLY CHAINS

Even as we urge all our clients to remain calm in this volatile business environment, we also find it necessary to counsel caution and diligence in portfolio monitoring, particularly for our clients in the micro-credit sector. We recommend the following strategies to mitigate the 2 topmost health risks that faces businesses in 2020:

1. **COVID 19:** As reported two persons in Ghana has tested positive for Corona virus. No need to panic. **ACTION** - Educate you customers on the risks and symptoms in order to urge caution. Also, ensure that you re-evaluate the business risks that customers who deal in imported items, food, and non-food pose to your total bottom line.
2. **SALMONELLA:** The Food and Drugs Authority in conjunction with Multimedia is conducting nation-wide unannounced spots checks across various markets to confiscate assets of food vendors who may not have operating permits or working under unhygienic conditions. Suffice to say, if your customer is adversely affected, you may lose income and cashflow. **ACTION** – (a) Develop a check list to screen your customers who operate eateries and chop bars, (b) Ensure that you schedule visitations with your customers to review that operations and insist on hygienic practices. This is in support #JoyCleanGhana campaign.

UPDATE: COMPLIANCE REVIEW

In light of new market developments, YieldRock has reviewed its policy on ongoing risk reviews. All clients, regardless of length of business relationship with YieldRock are required to undergo a Compliance Review or Business Performance Review, at least once every year. No new facility or FDR will be granted without a Compliance Certificate.

BLACKLISTED CUSTOMERS

We encourage our micro-credit clients to be wary of dealing with XcLick Logistics, a transport and logistics business with office at Taifa. YieldRock has terminated relationship with customer and subsequently logged customer info with XDS Data Ghana Limited, our partner credit reference bureau. Caution is therefore advised for all other lenders.

PROMOTION! CUSTOMER LOYALTY DISCOUNT

As some may be aware, YieldRock has started effecting client loyalty discounts as reward for all customers who have been with us for more than 12 months. This promo, dubbed 'Mmo Ne Yo' offers interest discount of up to 50 basis points to customers with unblemished repayment record over last 12 months. We encourage all customers to maintain their good repayment record in order to benefit.

We wish all our cherished customers a prosperous Quarter 2 as we race to close out Q1, 2020. For questions or concerns, you may reach us via email or phone.

Signed.

Management

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