Women-owned SME (W-SME) loan portfolios consistently exhibit lower NPLs than total SME portfolios. In a surveyed sample of 140 IFC client financial institutions (FIs) in 2022, the average NPL ratio for loan portfolios of W-SMEs was 3.6%, significantly lower than the average NPL ratio for total SME loan portfolios (4.7%), comprising men- and women-owned SMEs. This data follows the same trend of better performance for W-SMEs over the past five years.

Loans to W-SMEs accounted for 18% of the overall value of SME loan books in 161 surveyed IFC client FIs in 2022. In addition, average outstanding loans to W-SMEs (US$27,225) were smaller than the average for the total SME portfolio (US$35,539).

W-SMEs contributed to 18% of the overall volume of SME deposits in 69 IFC client banks. The average deposit size for W-SMEs was US$8,603, smaller than the average size of total SME deposits (US$9,970).
Women retail (W-Retail) customers generated 1/3 of the overall retail loan volume and had comparable NPLs in 2022. Meanwhile, women retail customers contributed a sizable proportion of total deposits despite smaller average deposits.

### W-Retail Loans: 36% of Retail Loan Books and Comparable NPLs

**Retail Loans 90-day NPL Ratio (%), 2022**

- **Total retail loans:** 2.9%
- **Women retail loans:** 2.7%

**Women retail loans** made up 36% of the total retail loan portfolio in the 113 surveyed IFC client FIs in 2022. Women retail customers had an average loan size of US$1,872 compared to US$2,743 for overall retail customers.

### W-Retail Deposits: Reliable Source of Liquidity

**Women** retail customers provided a reliable source of liquidity for the financial institutions in the survey sample of 105 IFC client FIs, contributing 35% of the overall volume of retail deposits. The average size of retail deposits for women (US$798) was smaller than the average size of total retail deposits (US$976).

**IFC’s Banking on Women** business provides finance, expertise, and actionable data to financial institutions in emerging markets to expand opportunities and launch tailored value propositions for women customers, especially W-SMEs. As of July 2023, we have invested and mobilized over US$4.3 billion in EM financial institutions, specifically to finance W-SMEs, through 251 projects with 180 financial institutions in 76 countries. Read more about our work in Gender Bonds, MSME finance for working capital and growth, housing finance, and other areas here: IFC Banking on Women.