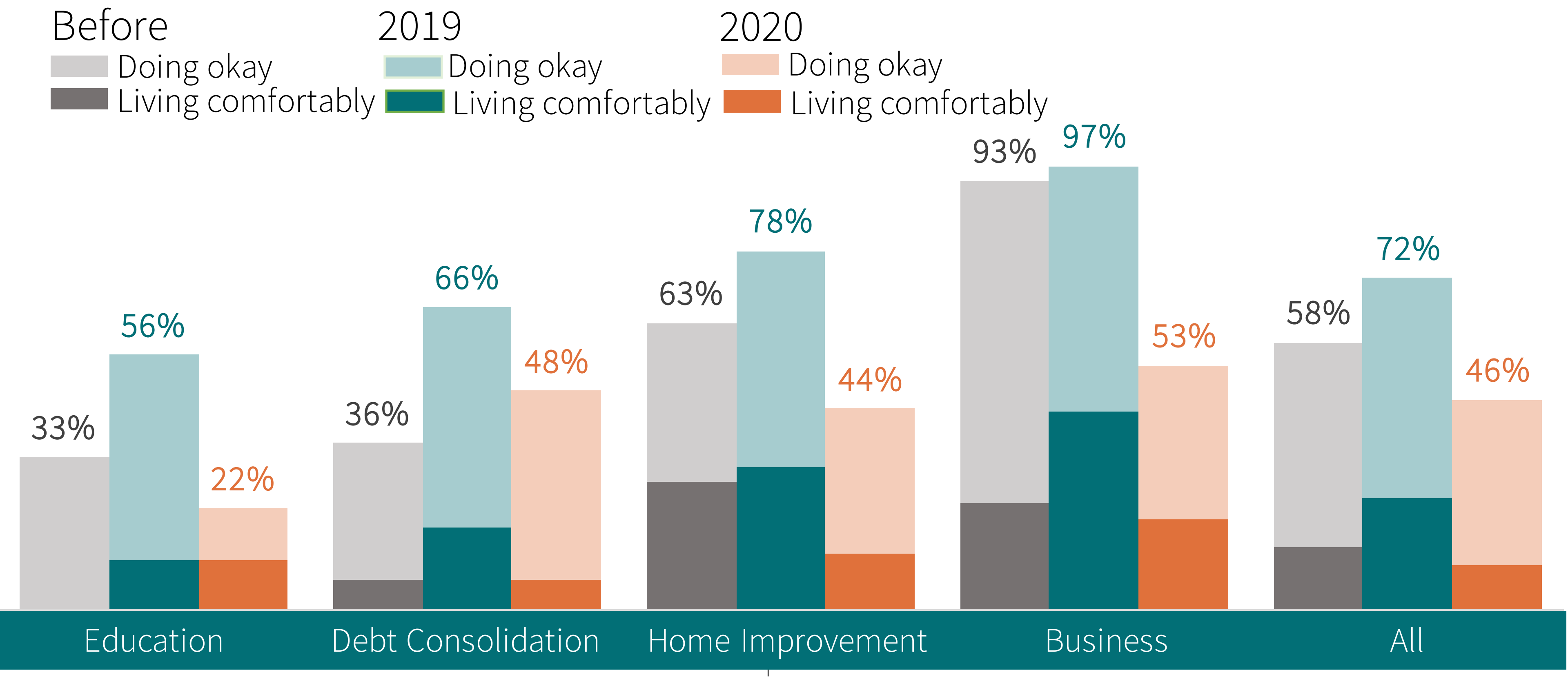
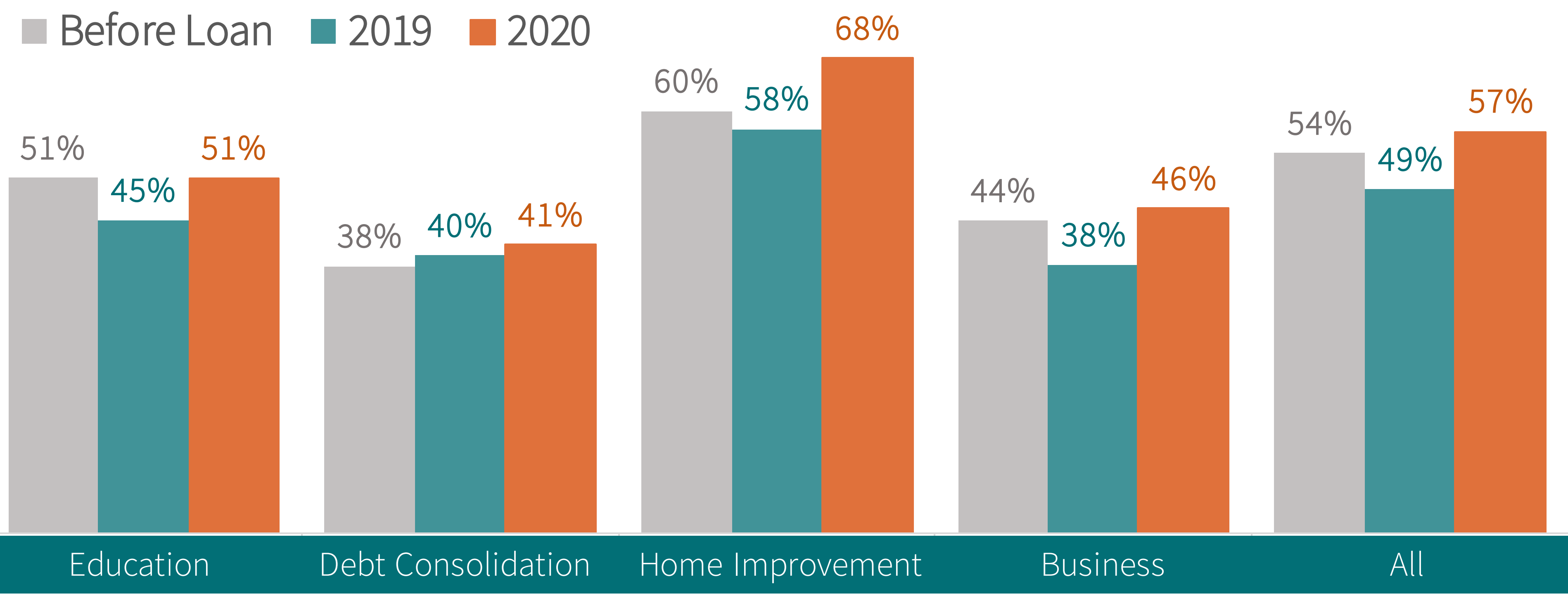
The percent of borrowers that reported positive financial management increased over the period of the loan, only to dramatically decrease during the COVID-19 pandemic



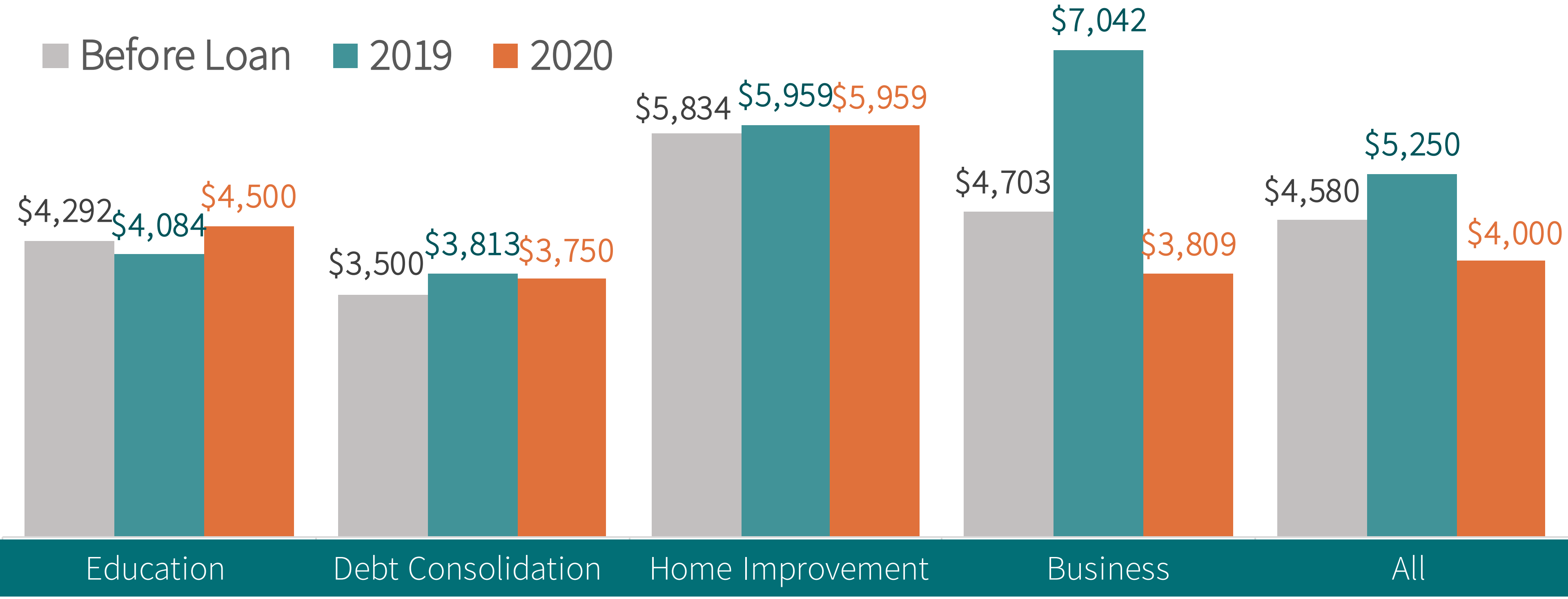
- Self perception of financial management status is one indicator of overall economic wellbeing.
- Positive financial management status was defined as "doing okay" or "living comfortably" and negative financial management status was defined as "just getting by" or "finding it difficult to get by"
- Borrowers reporting positive financial management status increased from **58% (n=84) to 72% (n=104) from before the loan to 2019 (14-percentage points).**
- Adversely, there was a 26-percentage point **decline in positive financial management** status **from 2019 (n=35) to 2020 (n=14)**.
- **Debt Consolidation borrowers** saw the greatest positive change in financial management status with a 30 percentage point increase from before the loan to 2019.
- **Education borrowers'** financial management status appeared to be **most impact** by the pandemic, with 78% demonstrating a negative change (n=7)

Improvements made in borrowers’ mean debt to income ratio (DTI) over the time of the loan were diminished during the COVID-19 pandemic



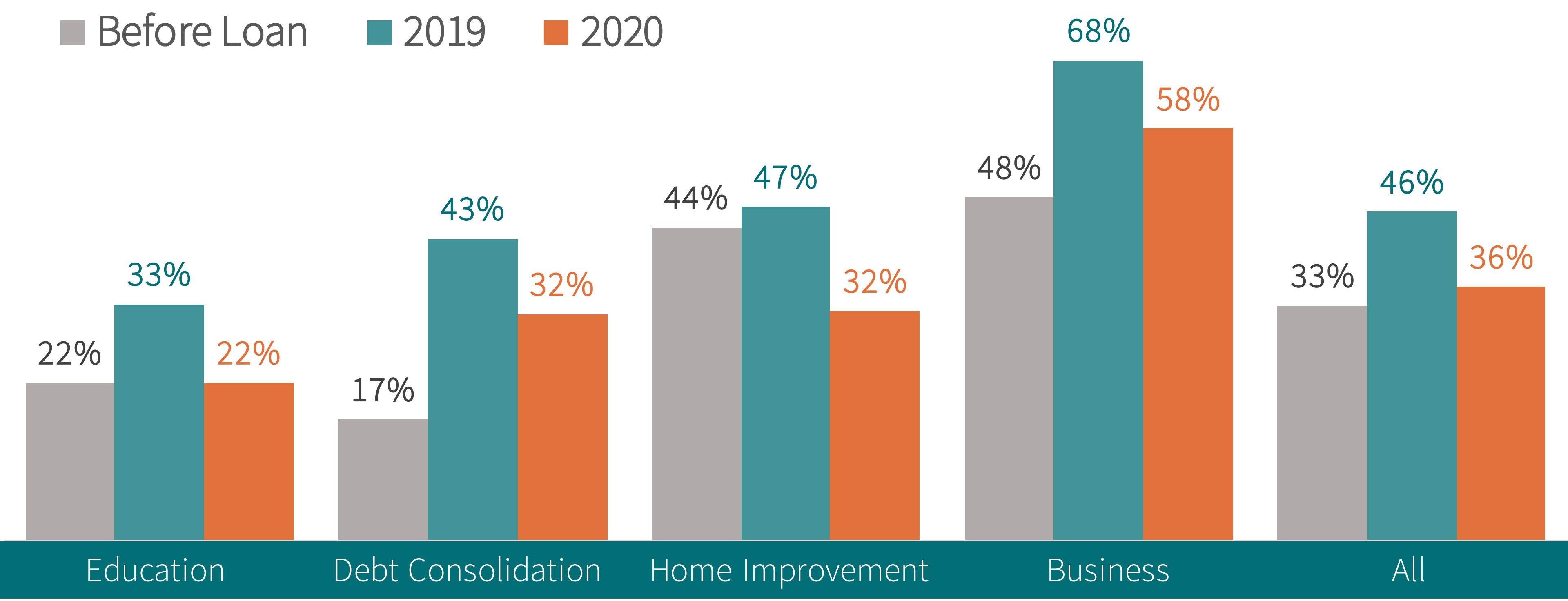
- Debt-to-income ratio (DTI) is calculated by adding all monthly debts and dividing it by the gross monthly income. A low DTI indicates positive preconditions to financial stability and greater access to capital and credit.
- Of the 91 respondents, there was a **5 percentage point** improvement in average DTI from **before receiving the loan to 2019.**
- **During the COVID-19 pandemic,** improvements were diminished with **borrowers reporting a 17 percentage point increase in DTI**, **3 percentage points higher than before receiving the loan**.
- **Education and Business borrowers’** saw the greatest progress during the time of the loan, **decreasing DTI by 6 percentage points.**
- **Debt Consolidation** was the only group whose borrowers did not improve during the time of the loan with an increase of **2 percentage points.**
- **Business borrowers’** saw the greatest effect during the COVID-19 pandemic, **increasing DTI by 8 percentage**

Business borrowers' substantial increase in average individual income during the term of the loan, dropped below pre loan amount during the COVID-19 pandemic



- Individual gross monthly income may include salary income, self-employment income, interest, rental income, social security or public assistance payments, retirement, etc.
- By 2019, the median gross monthly income for borrowers **increased by 14.6%** with **48% (49 of the 103 borrowers) increasing their individual monthly income** during this time period.
- **Business borrowers** increased their individual income by over **$2,300 per month during the time of the loan** but were the hardest hit during the pandemic with an **individual income decrease of $3,233 per month.**
- Education borrowers were the only group that decreased monthly income during the loan ($208) and saw an increase during the pandemic ($208).

The percent of borrowers who have emergency funds increased over the period of the loan, and drastically decreased during the COVID-19 pandemic



- Economic wellbeing is generated through an individual's present and future financial security (Council on Social Work Education (CSWE), n.d.). Future financial security includes the ability to set aside emergency funds, for unplanned expenses, to reduce financial fragility.
- **Before the loan 33% of borrowers had emergency saving**. During the loan period this percent **increased to 46%.** During the COVID-19 period, the number who reported having emergency savings **dropped 10 percentage points.**
- **Debt Consolidation borrowers** had the largest growth **(26 percentage points)** in the percent of borrowers who reported having emergency savings from **before the loan to 2019.**
- **Home Improvement borrowers** experienced the greatest negative impact during COVID-19, depleting the number of borrowers who had emergency funds by **15 percentage points.**