



MISSION FOCUSED

To sustainably provide responsive and efficient financial and value-added services for socioeconomic improvement of the enterprising less privileged.

THE 2021 ANNUAL REPORT
JMH MICROFINANCE, INC.



Charisma D. Lascota
PRESIDENT

MESSAGE FROM THE PRESIDENT

As Albert Einstein said, in the midst of every crisis, good opportunities lie. We have proven that here at JMH.

The COVID-19 pandemic has been steadily testing our resilience for two years now. 2020, the first year of the pandemic impact was the heaviest we have experienced at JMH. In 2021, we agreed that no matter how difficult the challenge will be brought by the pandemic, it will not be a reason to stop providing service to our clients.

We trusted in each other's abilities and chose to adopt the changes brought about by the situation. I was greatly inspired by the courage shown by each of our employees where it seems that nothing can stop everyone's desire to not only recover from the scourge of the pandemic in the year 2020 but also to set a record in the history of JMH.

Indeed, 2021 was a year of exponential growth at JMH, one of the most challenging yet the most memorable years at JMH.

The success we have achieved in the year 2021 will take us to a more successful year 2022. As Thomas Carlyle said, "Nothing builds self-esteem and self-confidence like an accomplishment".

With the momentum that we have created, we are as determined as ever to go all out and make strides to double what we have achieved last year.

This year 2022, along with the Board of Trustees and the Management of JMH Microfinance, Inc., I would like to encourage everyone to work together in continuing our progressive journey.

I would also like to express my deep gratitude to each of you for embracing the process of changes at JMH, for persevering in the challenges we have faced because of COVID-19, and for being brave enough to serve our clients and our colleagues, while caring, for yourself, family and loved ones.

I am also grateful to our clients and partners/creditors who have remained loyal and supportive of our mission.

The world is still in crisis. But as they say, tough times don't last forever, tough people do. Under the assumption that COVID-19 will continue to have an ongoing impact, in JMH we will persist in working in unison as we boldly approach challenges toward growth.

Finally, let us be humble and stay grounded. Let us keep living with the golden rule. As we always pledge, we should treat others with courtesy and respect.

In this way, while working together, we will be successful in achieving our goal to be the MFI of choice in the region.

Thank you and don't forget to always be healthy, be brave and be safe.



CONTENTS

OUR PRESENCE
Stats

COVERAGE
Area Map

OUR PEOPLE
Stats

THE HEART OF CHRISTMAS
Story

SERVICES PROVIDED
Stats

NEW NORMAL CONSULTATIONS
Story

COLLAGE
Photos

SOCIAL MEDIA & GRADUATES
Photos and Testimonials

FINANCIAL PERFORMANCE
Stats

INDUSTRY DISRUPTOR
Story

BOARD OF TRUSTEES

THE MANAGEMENT TEAM

THE COVER

CONTACTS



CORPORATE VALUES

DEDICATION TO EXCELLENCE

We provide superior work quality in everything that we do.

PASSION FOR QUALITY SERVICE

We provide genuine, responsive and excellent service to our internal and external customers.

COMMITMENT TO CONTINUOUS LEARNING

We thirst for knowledge to improve and innovate for the holistic growth of our human capital.

SOLIDARITY

We uphold teamwork and mutual trust in achieving our goals.

OUR PRESENCE

28,672

BORROWERS & SAVERS

1,174

CENTERS

974

BARANGAYS

50

MUNICIPALITIES

31

BRANCHES

6

CITIES

5

AREAS

4

PROVINCES

CAMARINES SUR 1

Iriga
Baa
Ocampo
Tigaon
Sagnay
Goa
San Jose

CAMARINES SUR 2

Pili
Minalabac
Sa Fernando
Pamplona
Calabanga
Tinambac

SORSOGON 1

Bulan
Magallanes
Casiguran
Sorsogon City
Bacon

SORSOGON 2

Castilla 1
Castilla 2
Donsol
Pilar
Manito
Daraga

MASBATE

San Jacinto
San Fernando
Masbate City
Milagros
Mobo
Baleno

**as of December 31, 2021*

THE AREAS AND BRANCHES



“TO BE THE **MICROFINANCE CHOICE**
OF THE **REGION.**”

The JMH Microfinance, Inc., company Goal



OUR PEOPLE

281

STAFF

6

OPERATIONS HEAD & AREA MANAGERS

29

BRANCH MANAGERS

47

BOOKKEEPERS

132

ACCOUNT OFFICERS

31

SUPPORT STAFF

7

DEPARTMENTS

36

SUPPORT GROUP

**as of December 31, 2021*



Photos during the Gift-giving activity in Barangay Salugan, Camalig, Albay last December 18, 2021.

THE HEART OF CHRISTMAS

The JMH Microfinance, Inc. distributed grocery packs to one hundred seventy (170) identified less privileged families in Barangay Salugan, Camalig, Albay during its Gift-giving Activity last December 18, 2021.

The said beneficiaries were identified through the assistance of the Sangguniang Barangay of Salugan, Camalig, Albay. The activity was also made possible through the support of Cotton City, which donated shirts for the beneficiaries.

JMH hoped that though it has been another challenging year, through this activity, the heart to put smiles on the faces of those in need will still prevail and everyone could feel the spirit of Christmas with a simple gesture of sharing.

#MicrofinanceWithAHeart #KaagapaySaBuhay

SERVICES PROVIDED

**as of December 31, 2021*

P12, 385, 365

Insurance Disbursed Claims

33, 539

Clients Insured

352

No. of Clients Availed SSS Loan

144

SSS (Processed Applications)

P1, 081, 650

Total SSS Loan Amount

36

BMBE Application

72

Business Name Registration

21

Financial Literacy (Trainings Conducted)

16

Skills Training

100

Business Development

22

RSBSA Registration

50

Rice Pa-raffle Promo (Centers)

49

Scholars (Active)

7

Scholar Graduates

10

Community Gardens

842

Processed PSA Documents

NEW NORMAL CONSULTATIONS

With the restrictions brought by the pandemic, the world has gone remote. All industries, particularly those considered as essentials moved to new normal processes- healthcare providers are one of these.

Online or consultations through mobile are one of the strategies to provide healthcare service continuously to clients. Since in-person appointments are limited, it was timely that CashKO Insurance Brokerage a RuralNet Subsidiary has offered their TeleKonsulta Service to JMH.

In the 3rd quarter of the year 2021, JMH availed of the TeleKonsulta Service and enrolled all its staff members. The twenty (P20.00) pesos per head cover 24/7 access to call center nurses and doctors, video, audio, and text-based

service interactions, electronic prescription, laboratory requests, and medical certificates.

Online consultation, though new to some, is a convenient way to address health concerns for individuals who have difficulties in accessing health facilities. Saving time in traveling or going to clinics is also one of its perks aside from the inexpensive fee.

With further study, the service will be extended to the clients of JMH. In the meantime, JMH continues to avail of the TeleKonsulta for its staff members.



COLLAGE OF ACTIVITIES

Photos of skills training, community gardening, awarding of business name certificates, Client incentives, PSA document requests and member's product.



VACCINATION INITIATIVES

The JMH staff sought LGU vaccination drives to receive doses of COVID19 vaccines. As of December 2021, all staff are vaccinated and received incentives for making the workplace safe.



SOCIAL MEDIA FEEDBACK

Posts sharing the feedback of clients regarding the services of JMH Microfinance, Inc. These feedback came from direct messages and comments.



"SUBOK NA MATATAG AT MAY SERBISYONG TOTOO. MABILIS ANG BENEFITS"

-Joy Llagas Dimaiwat,



"MARAMING SALAMAT SA MGA MEMBER NA PATULOY NA ACTIVE AND LOYAL PO SA JMH. DAHIL DIYAN, MAY PREMYO KAYONG BABOY."

-Anabel Borabon, via Facebook post



"KAHIT NAGKARON NG PANDEMIC, NAGTIWALA PARIN KAYO SAAMIN. DAHIL SAINYO, NAKABANGON KAMI."

-Rosalyn Sabalboro Aleta



"MALAKING TULONG PO ITO SA AKIN AT SA AKING PAMILYA BILANG DAGDAG PUHUNAN. SANA MARAMI PA KAYONG MATULUNGAN ."

-Roxan Despuig

SOCIAL MEDIA AUDIENCE

Top 10 page fans came from the following places.

Sorsogon
Legazpi
Masbate
Naga City
Bulan
Castilla
Pilar
Donsol
Calabanga
Iriga City

5,043
PAGE FOLLOWERS

78%
WOMEN

22%
MEN

**as of December 31, 2021*

SCHOLAR GRADUATES OF 2021

Seven (7) scholars graduated this year 2021 - three (3) from Masbate, three (3) from Camarines Sur and one (1) from Sorsogon.



Kennedy Almojuela
Bachelor in Elementary Education
Liceo De San Jacinto Foundation, Inc.



Ivy Monica Oscares
Bachelor of Science in Environmental
Science Partido State University



Aljhun Ariscon
Bachelor of Elementary Education
Liceo De San Jacinto Foundation, Inc.



Jessa Obina
Bachelor of Secondary Education
Bicol State College of Applied Science
and Technology



Abegail Jardin
Bachelor of Arts in Political science
Liceo De San Jacinto Foundation, Inc.



Glenda Del Socorro
Bachelor of Elementary Education
Central Bicol State University of
Agriculture



Jolina Martinez
Bachelor of Tecchnology Architectural
Drafting Sorsogon State College

“STAY **FOCUSED**, GO AFTER YOUR
DREAMS AND KEEP MOVING
TOWARD YOUR **GOALS**.”

- LL Cool J

TESTIMONIALS

Former and graduate scholars sent their testimonials via the Official Facebook page.



Gusto ko pong ipaabot po sainyo ang aking pasasalamat.

Salamat po sa scholarship na siyang naging daan upang makapagtapos po ako ng pag-aaral at matupad ang aking pangarap.

Tinatanaw ko po na isang malaking utang na loob sainyo ang aking naging tagumpay.

Salamat po sa pribilehiyo na naibigay niyo po sa akin upang maging isa sainyo. Salamat po sa lahat po ng empleyado ng JMH na gumabay sa akin upang mas maging magaling ako sa aking propesyon.

Habang nagtatrabaho po ako sainyo bilang isang Account Officer masasabi ko po na kayo po yung nagpatatag sa akin at dahil po doon ay nakaya ko pong maging isang leader sa halos mahigit dalawang daang (200+) mga nanay na ating tinutulungan para sa kanilang kabuhayan.

Gusto ko pong ibahagi sainyo na sa panahon na ako po ay nagtatrabaho bilang isang Account Officer, hindi lang po trabaho ang ibinigay niyo sa akin kundi pamilya. Sila ang mga nanay na hindi lang basta kliyente kundi mga nanay na gumabay sa akin. Sana po madami pa po kayong matulungan ,ma-inspire at ma-motivate tulad ko.

Isang karangalan po na maging isang Scholar sa loob ng apat na taon. Heto na po ako ngayon, proud na proud po na sabihin na ang JMH ang naging Kaagapay Ko Sa Buhay.

Maraming Salamat po.



Hello Everyone! Before I begin my words of gratitude, let me share with you this verse that I have always remembered whenever I feel discouraged.

Arise, shine; for your light has come, and the Glory of the Lord rises upon you. -ISAIAH 60:1

Let me start with this one, living on an island full of mysteries is, indeed, living my life full of memories.

I'm Aljhun Ariscon, Nakapagtapos ako ng highschool noong 2011. Bata pa ako nang namulat sa mundo na ang aking ina ang nagsilbing ama upang ako'y mapalaki ng maayos, kaya noong nakapagtapos ako ng highschool ay pumasok ako bilang support staff sa kumpanya na aking pinagtatrabahuhan ngayon - ang JMH.

After many years, I decided to enroll in college taong 2017 to pursue my studies. I took-up Bachelor of Elementary Education at dahil na din sa good performance ng aking ina bilang client ng JMH, nabigyan ako ng chance na maging isa sa kanilang mga scholar.

Pangarap ko talagang makapagtapos at maging isang professional. Nagpapasalamat ako ng lubos sa aking ina na walang sawang sumusuporta sa akin at sobrang nagpapasalamat ako ng lubos sa JMH MICROFINANCE INC., sa binigay nilang pagkakataon upang akoy makapagtapos ng kolehiyo. Dahil sa kanila, natupad na nga at nakamit ko rin ang aking pangarap na makapagtapos.

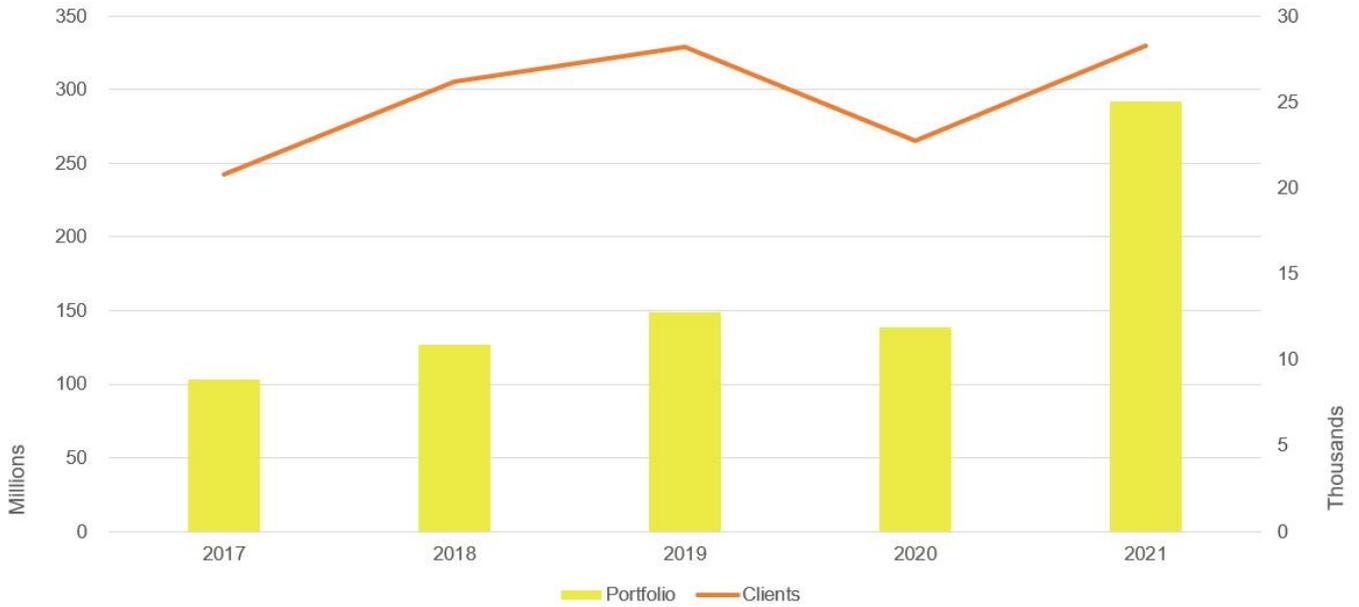
Ngayon, isa ako sa mga bunga ng magagandang programa ng JMH. Maraming maraming salamat po.

#microfinancewithaheart.

FINANCIAL PERFORMANCE

*as of December 31, 2021

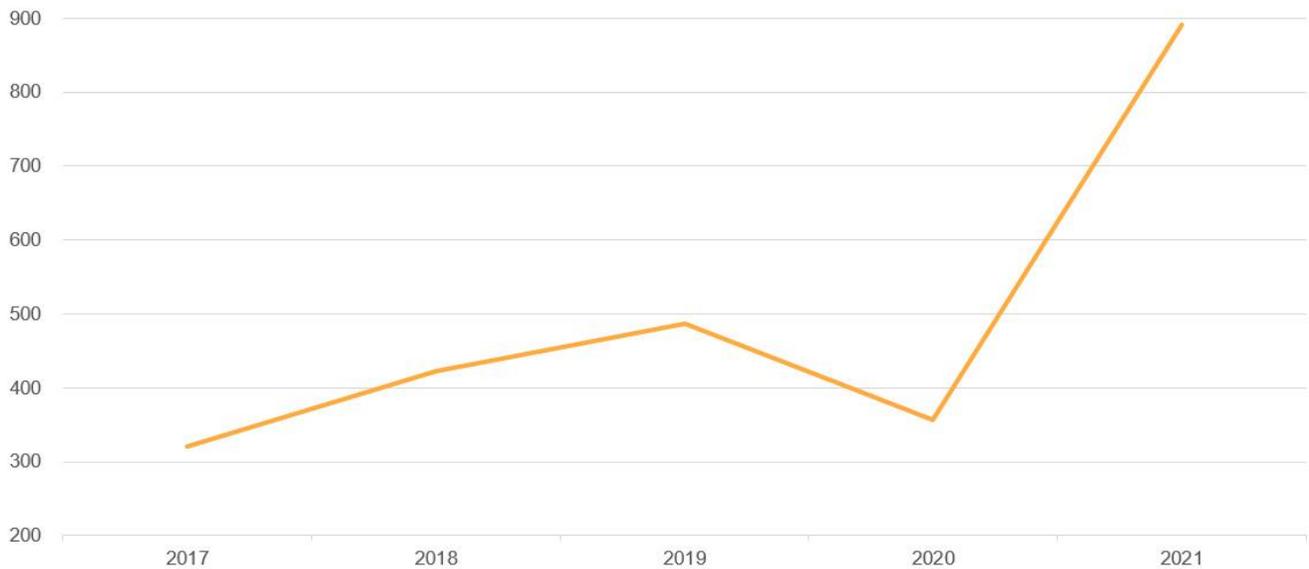
Portfolio and Clients



Portfolio P102,954,446.24 - **P292,170,259.31**

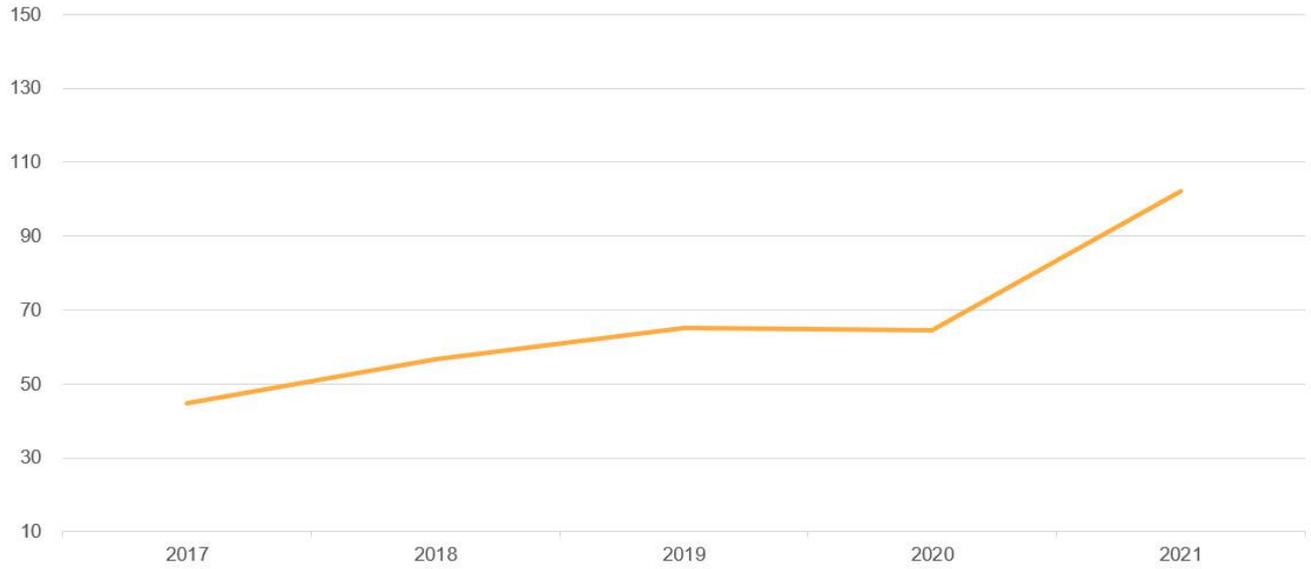
Clients 20,779 - **28,254**

Loan Disbursements *in Millions*



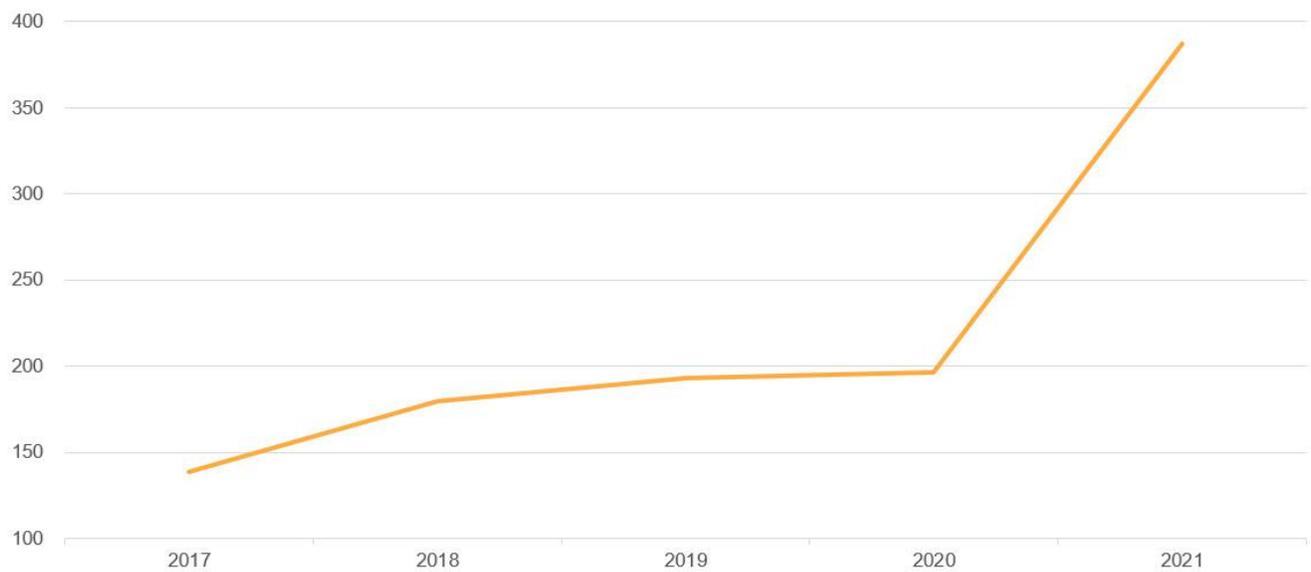
P320,769,566.05 - **P890,855,682.19**

Microsavings *in Millions*



P44,688,098 - **P102,110,153.17**

Asset Size *in Millions*



P138,663,818.65 - **P386,908,576.2**

INDUSTRY DISRUPTOR

dis.rupt.or noun - a company or form of technology that causes a radical change in an existing industry or market by means of innovation.

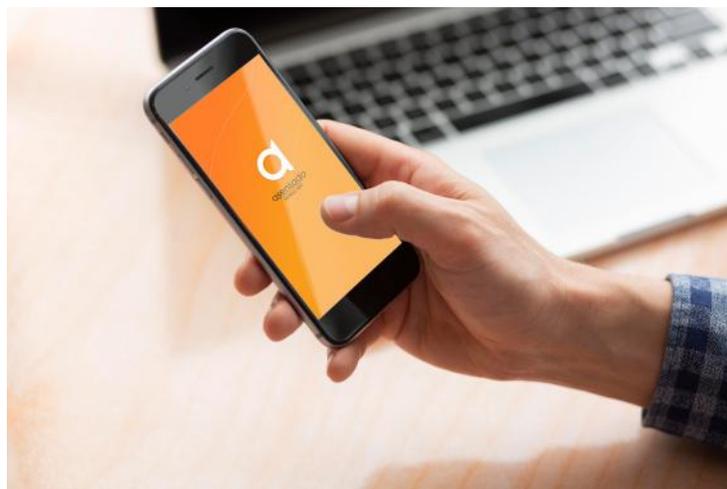
The pandemic is either a problem to solve or an opportunity to cease. All sectors have been affected by the restrictions, but some have escalated because their services are needed.

Companies who experimented and became the disruptors of their industry have reaped what they sow. With these innovations, and the people who chose convenience, a digital ecology has been built hence e-commerce and digital payments are now essential.

To be one of these opportunists is what JMH Microfinance Inc., is aiming for. The first MFI that will modernize payments and loan disbursement is what JMH is envisioning these coming years.

In 2022, JMH plans to maximize the gift of technology. With its affiliate companies, (Rural Bank of Guinobatan, Inc. and JMH IT Solutions, Inc.) a digital platform will be developed to facilitate services for client payments as well as loan proceeds disbursement.

With the Core Banking System (CBS), ready, the development of mobile apps is now the priority-apps that will provide ease to accomplishing tasks and convenience to clients.



Sample interface of the mobile payment app of JMH Microfinance, Inc.

“TO SUSTAINABLY PROVIDE
RESPONSIVE AND EFFICIENT FI-
NANCIAL AND VALUE-ADDED SER-
VICES FOR THE **SOCIOECONOMIC**
IMPROVEMENT AND OF THE
ENTERPRISING LESS
PRIVILEGED.”

The JMH Microfinance, Inc., company VISION

BOARD OF TRUSTEES



Paulo R. Honrado
Chairman



Charisma D. Lascota
President



Victor Emmanuel S. Castro
Trustee



Rev. Fr. Frederick A. Naga
Trustee



Annabelle A. Borabon
Trustee



Mariz Anne B. Columna
Corporate Secretary

THE MANAGEMENT

Charisma D. Lascota
President



Leodel B. Bolanos
Operations



Jose Rolando A. Perlado Jr.
Accounting and Finance



Cecile D. Funelas
Compliance & Internal Audit



Gerardo R. Arabejo
Human Resource



Mark Andrew M. Pascua
Strategic Support



Allan C. Loza
General Services



Alyssa D. Docog
Client Development and Services



THE COVER

This is a photo of the *Cassia megalantha* Decne, also known as the Palawan Cherry or Balayong. Two seedlings of this kind were planted at the gates of the Home Office last 2018. Three years after, one of the trees bloomed for the first time.

These inflorescence blooms are a reminder of the infamous floral quote from Ogui Sensei, the author of the book *Zen Shin* - "A flower does not think of competing with the flower next to it. It just blooms."

As an institution, JMH considers itself a flower. It focuses on its mission and does not think of competing with other microfinance institutions. Just as a flower does not bother about the flower next to it, but rather it just focuses on blooming - on being the best microfinance.

In 2021, JMH recorded the most significant increase in the portfolio, asset size, and gross and net income. These are the yield of being focused on delivering the mission. Despite the pandemic, JMH has risen historically and remains clear in improving its mechanisms to effectively deliver its products and services to the enterprising less privileged.

JMH is like one of these buds. It blooms, serves its purpose, and eventually will bear a pod that will become another tree, that will then bear flowers in its perfect time.

CONTACTS



CRH Building, Salugan, Camalig,
Albay, Philippines 4502



(052) 431-0706



compliance@jmhfi.com



www.jmhfi.com

