

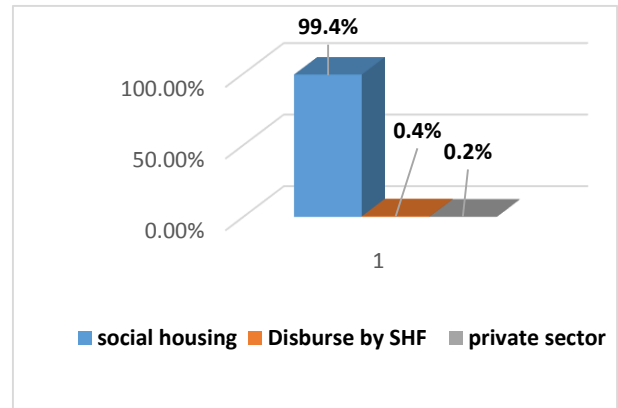
**Social Housing and Mortgage Finance Fund  
Performance Report  
December 2018**

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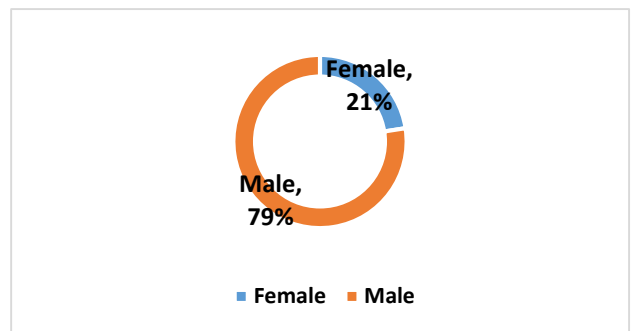
### Total number of beneficiaries according to project type:

Project type	Dec-2018	%
Social housing	10076	99.4%
Disburse by SHF	43	0.4%
Private sector	21	0.2%
<b>Total</b>	<b>10140</b>	<b>100%</b>



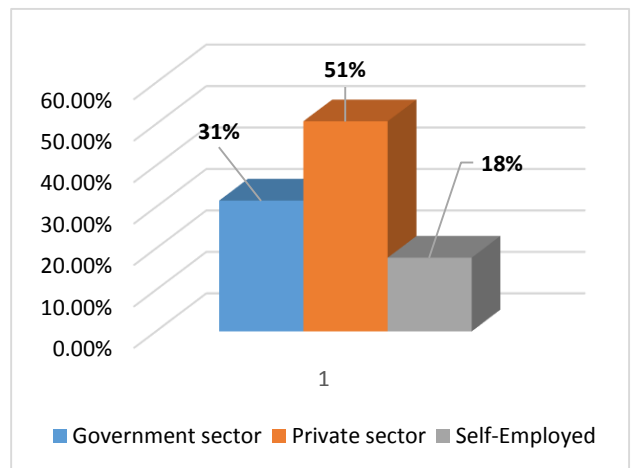
### Total number of beneficiaries according to gender:

Gender	Dec-2018	%
Female	2176	21%
Male	7964	79%
<b>Total</b>	<b>10140</b>	<b>100%</b>



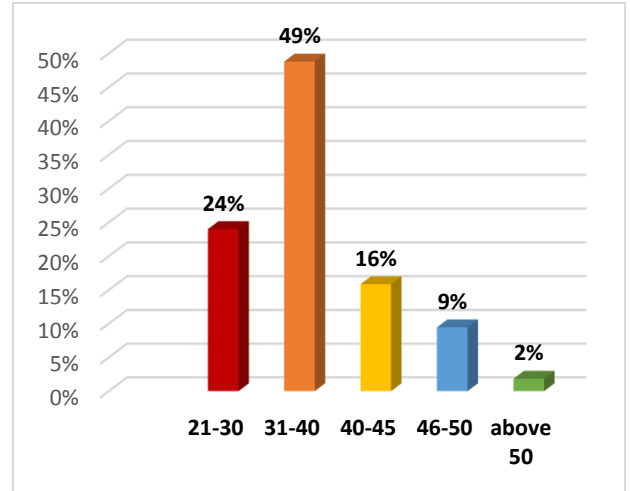
### Total number of beneficiaries according to work classification

Work classification	Dec-2018	%
Government Sector	3163	31%
Private Sector	5137	51%
Self-Employed	1840	18%
<b>Total</b>	<b>10140</b>	<b>100%</b>



### Total number of beneficiaries according to age group:

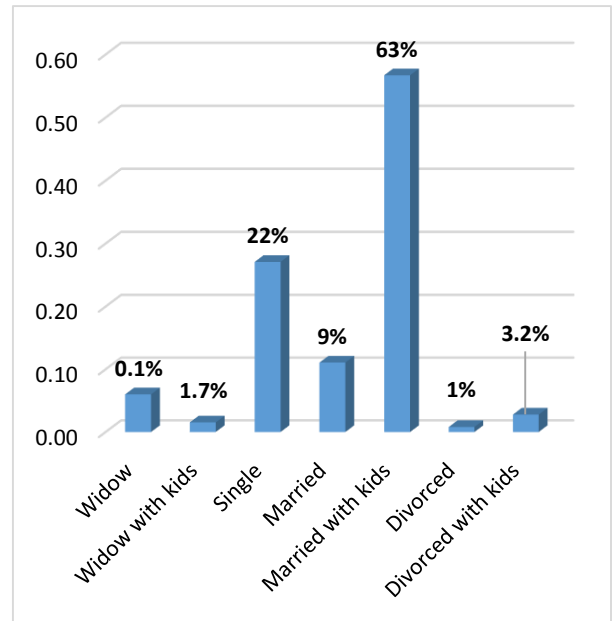
Age Group	Dec-2018	%
21-30	2435	24%
31-40	4949	49%
40-45	1609	16%
45-50	960	9%
Above 50	187	2%
<b>Total</b>	<b>10140</b>	<b>100%</b>



Average age : 37 years.

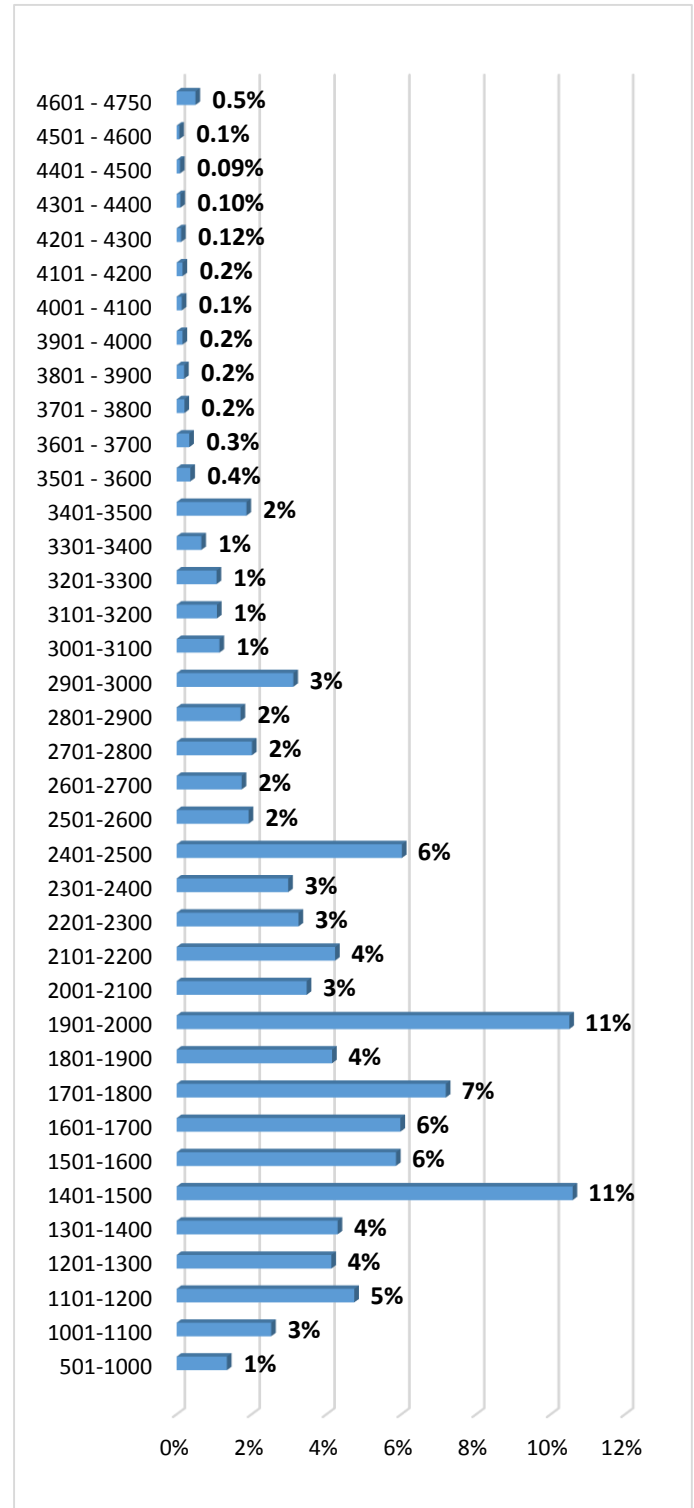
### Total number of beneficiaries according to marital status:

Marital Status	Dec-2018	%
Widow	6	0.1%
Widow with kids	176	1.7%
Single	2247	22%
Married	894	9%
Married with kids	6420	63%
Divorced	77	1%
Divorced with kids	320	3.2%
<b>Total</b>	<b>10140</b>	<b>100%</b>



## Total number of beneficiaries according to income level:

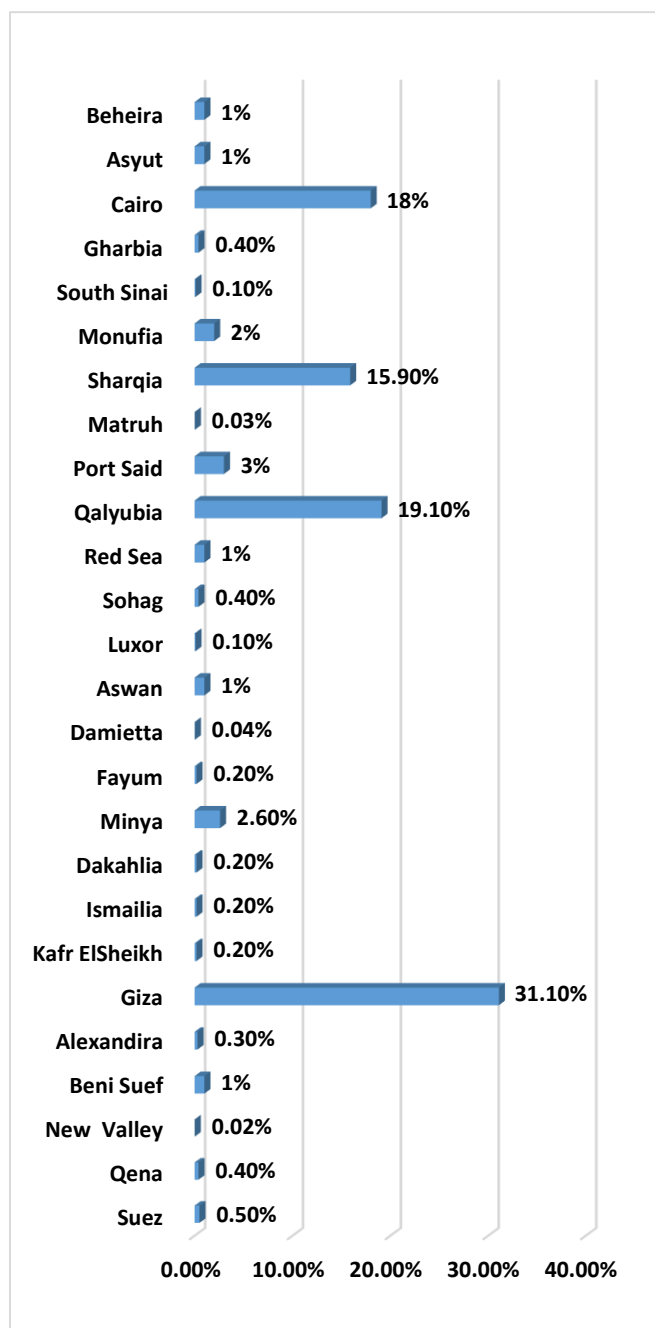
Income level	Dec-2018	%
501-1000	136	1%
1001-1100	256	3%
1101-1200	481	5%
1201-1300	419	4%
1301-1400	436	4%
1401-1500	1074	11%
1501-1600	594	6%
1601-1700	606	6%
1701-1800	729	7%
1801-1900	421	4%
1901-2000	1065	11%
2001-2100	352	3%
2101-2200	429	4%
2201-2300	330	3%
2301-2400	302	3%
2401-2500	610	6%
2501-2600	195	2%
2601-2700	176	2%
2701-2800	204	2%
2801-2900	173	2%
2901-3000	316	3%
3001-3100	116	1%
3101-3200	109	1%
3201-3300	108	1%
3301-3400	67	1%
3401-3500	189	2%
3501-3600	37	0.4%
3601-3700	34	0.3%
3701-3800	21	0.2%
3801-3900	20	0.2%
3901-4000	16	0.2%
4001-4100	14	0.1%
4101-4200	16	0.2%
4201-4300	12	0.12%
4301-4400	10	0.10%
4401-4500	9	0.09%
4501-4600	7	0.1%
4601-4750	51	0.5%
<b>Total</b>	<b>10,140</b>	<b>100%</b>



**Average Income Level: 2,007.**

## Total number of beneficiaries according to governorates:

Governorates	Dec-2018	%
Suez	50	0.5%
Qena	44	0.4%
New Valley	2	0.02%
Beni Suef	100	1%
Alexandira	26	0.3%
Giza	3149	31.1%
Kafr ElSheikh	25	0.2%
Ismailia	18	0.2%
Dakahlia	20	0.2%
Minya	266	2.6%
Fayum	16	0.2%
Damietta	4	0.04%
Aswan	134	1%
Luxor	7	0.1%
Sohag	45	0.4%
Red Sea	126	1%
Qalyubia	1939	19.1%
Port Said	294	3%
Matruh	3	0.03%
Sharqia	1614	15.9%
Monufia	158	2%
South Sinai	8	0.1%
Gharbia	39	0.4%
Cairo	1836	18%
Asyut	66	1%
Beheira	151	1%
<b>Total</b>	<b>10,140</b>	<b>100%</b>



**Total amount of subsidy:**

Month	No. of Beneficiaries	Amount of subsidy
Dec-2018	10,140	147,503,750
<b>Total</b>	<b>10,140</b>	<b>147,503,750</b>

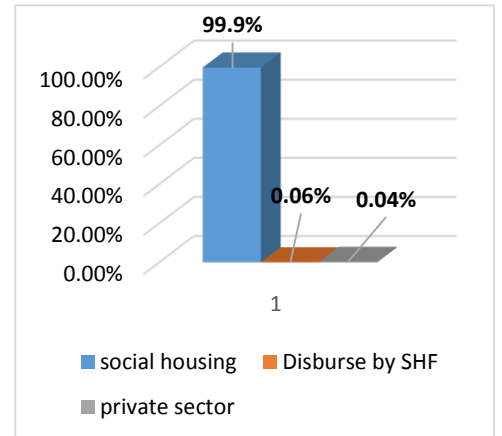
Average Subsidy Amount: 14,547.

**Total amount of mortgage:**

Lenders	No of beneficiaries	Mortgage amount
National Bank OF Egypt	3975	403,003,000
Banque Misr	1645	168,114,461
Housing & Development Bank	938	90,717,264
Banque du Caire	936	82,264,805
Industrial Development Bank	423	42,945,185
ALOULA	370	41,944,516
Commercial International Bank	329	34,877,800
Contact	193	20,597,758
QNB ALAHLI	191	19,840,605
SAIB BANK	175	17,310,218
The United Bank of Egypt	172	18,939,394
Ahly Mortgage Finance	164	17,892,666
BLOM Bank Egypt	158	16,252,426
Egyptian Arab Land Bank	123	12,836,910
Arab Investment Bank	81	7,474,191
Egyptian Housing Finance	55	5,395,387
FAISAL ISLAMIC BANK	40	3,897,267
Union national Bank	37	4,027,314
Amlak	37	3,888,282
Arab African International Bank	34	3,622,120
EG Bank	32	3,009,704
Arab African International Company	24	2,687,881
Credit Agricole Egypt	7	763,487
National Bank of Kuwait	1	103,200
<b>Total</b>	<b>10,140</b>	<b>1,022,405,841</b>

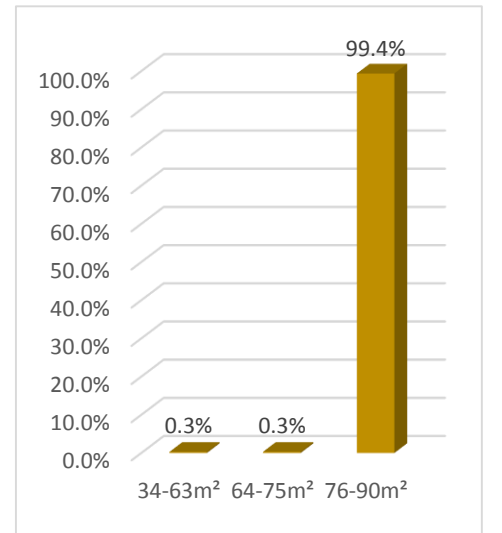
### Total number of allocated units:

Allocated units	Dec-2018	%
social housing	11,724	99.9%
Disburse by SHF	7	0.06%
private sector	5	0.04%
<b>Total</b>	<b>11,736</b>	<b>100%</b>



### Total number of allocated units according to their size:

Size of allocated units	Dec-2018	%
From 34-63m <sup>2</sup>	34	0.3%
From 64-75m <sup>2</sup>	37	0.3%
From 76-90m <sup>2</sup>	11,665	99.4%
<b>Total</b>	<b>11,736</b>	<b>100%</b>





**Total number of messages 1124:**

<b>Date</b>	<b>Total number of message</b>	<b>%</b>
1-Dec-18	1719	3%
2-Dec-18	2616	4%
3-Dec-18	2429	4%
4-Dec-18	2615	4%
5-Dec-18	2322	4%
6-Dec-18	2109	3%
7-Dec-18	1225	2%
8-Dec-18	1517	2%
9-Dec-18	2488	4%
10-Dec-18	2479	4%
11-Dec-18	2727	4%
12-Dec-18	2461	4%
13-Dec-18	2246	4%
14-Dec-18	1225	2%
15-Dec-18	1959	3%
16-Dec-18	2783	4%
17-Dec-18	2770	4%
18-Dec-18	2449	4%
19-Dec-18	2131	3%
20-Dec-18	2275	4%
21-Dec-18	1199	2%
22-Dec-18	1642	3%
23-Dec-18	2258	4%
24-Dec-18	2188	3%
25-Dec-18	1977	3%
26-Dec-18	2040	3%
27-Dec-18	1816	3%
28-Dec-18	992	2%
29-Dec-18	1293	2%
30-Dec-18	2148	3%
31-Dec-18	1722	3%
<b>Total</b>	<b>63820</b>	<b>100%</b>

**Call center operation:**

<b>Date</b>	<b>Total Number Of Received Calls</b>	<b>Total Number Of Answered Calls</b>	<b>Total Number Of non-Answered Calls before 30 sec</b>	<b>percentage Of non-Answered Calls before 30 sec</b>	<b>Total Number Of non-Answered Calls</b>	<b>Percentage Of non-Answered Calls</b>	<b>Service Level</b>	<b>Average Response Rate</b>	<b>Average Call Duration</b>
<b>Dec-2018</b>	<b>191,821</b>	<b>147,386</b>	<b>13,881</b>	<b>7%</b>	<b>45,176</b>	<b>23.4%</b>	<b>76.8%</b>	<b>0:01:05</b>	<b>0:02:54</b>
<b>Total</b>	<b>191,821</b>	<b>147,386</b>	<b>13,881</b>	<b>7%</b>	<b>45,176</b>	<b>23.4%</b>	<b>76.8%</b>	<b>0:01:05</b>	<b>0:02:54</b>