

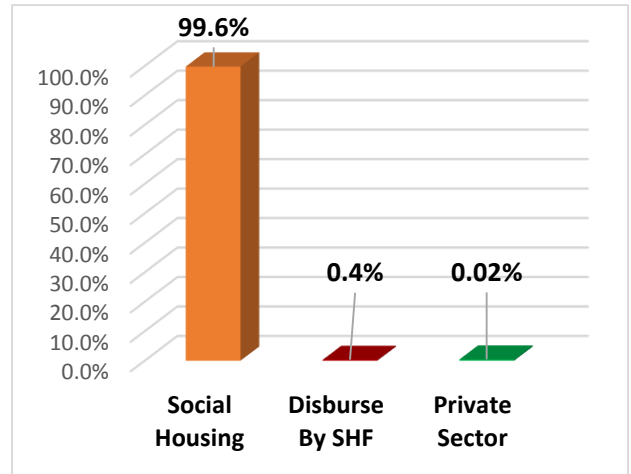
**SOCIAL HOUSING AND MORTGAGE FINANCE FUND
PERFORMANCE REPORT
FEBRUARY 2019**

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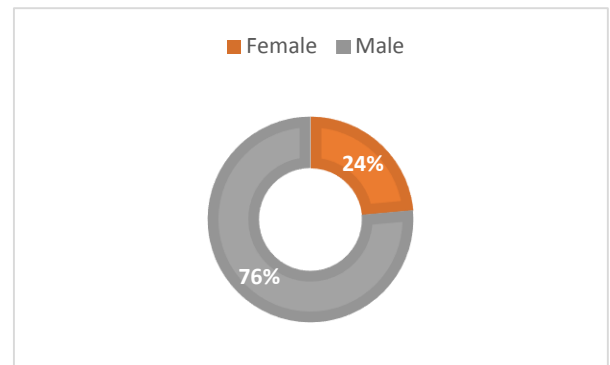
Total No. of beneficiaries according to project type:

Project type	Feb 2019	%
Social Housing	6647	99.6%
Disburse By SHF	28	0.4%
Private Sector	2	0.02%
Total	6677	100%



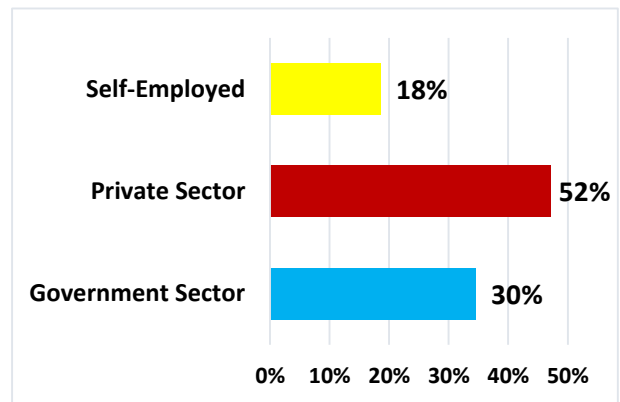
Total No. of beneficiaries according to gender:

Gender	Feb 2019	%
Female	1593	24%
Male	5084	76%
Total	6677	100%



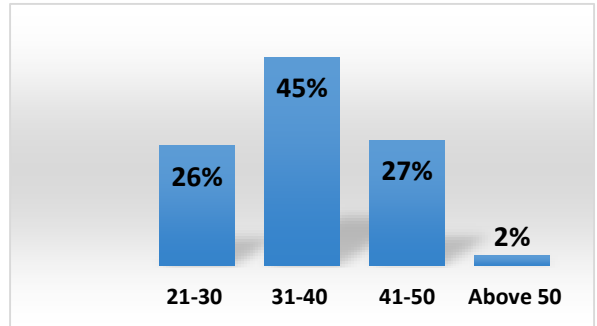
Total No. of beneficiaries according to work classification:

Work Classification	Feb 2019	%
Government Sector	1987	30%
Private Sector	3483	52%
Self-Employed	1207	18%
Total	6677	100%



Total No. of beneficiaries according to age group:

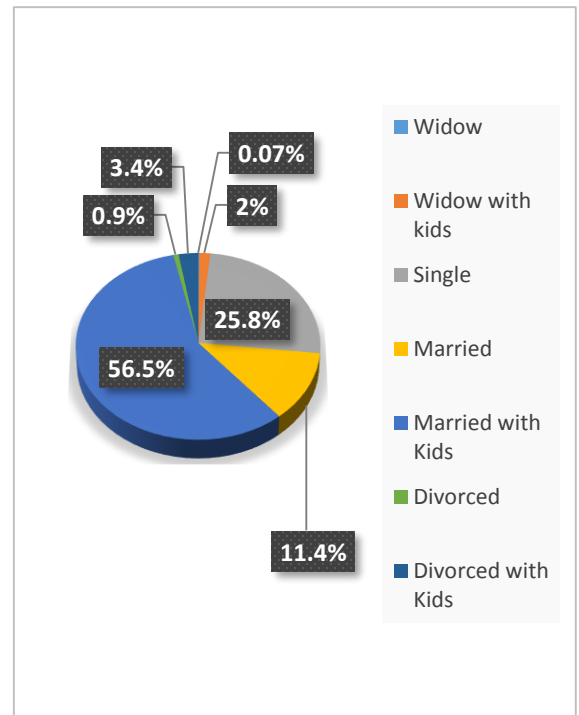
Age Group	Feb 2019	%
21-30	1734	26%
31-40	3030	45%
41-50	1791	27%
Above 50	122	2%
Total	6677	100%



Average age: 37 years

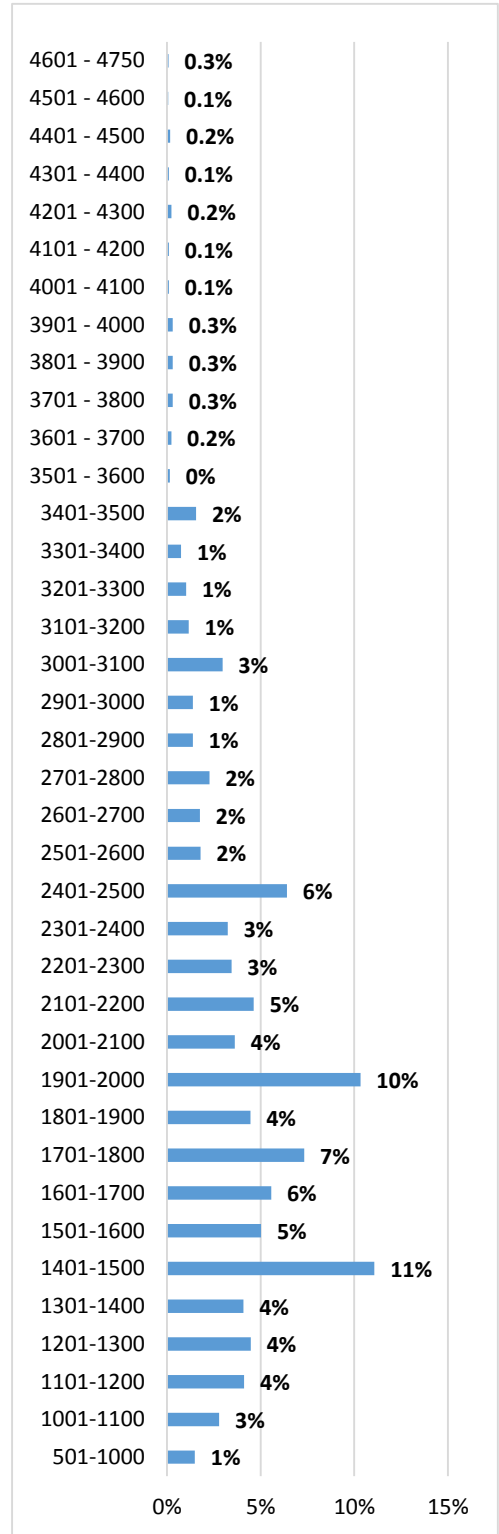
Total No. of beneficiaries according to marital status:

Marital Status	Feb 2019	%
Widow	5	0.07%
Widow with kids	140	2%
Single	1724	25.8%
Married	752	11.4%
Married with Kids	3778	56.5%
Divorced	54	0.9%
Divorced with Kids	224	3.4%
Total	6677	100%



Total No. of beneficiaries according to income level:

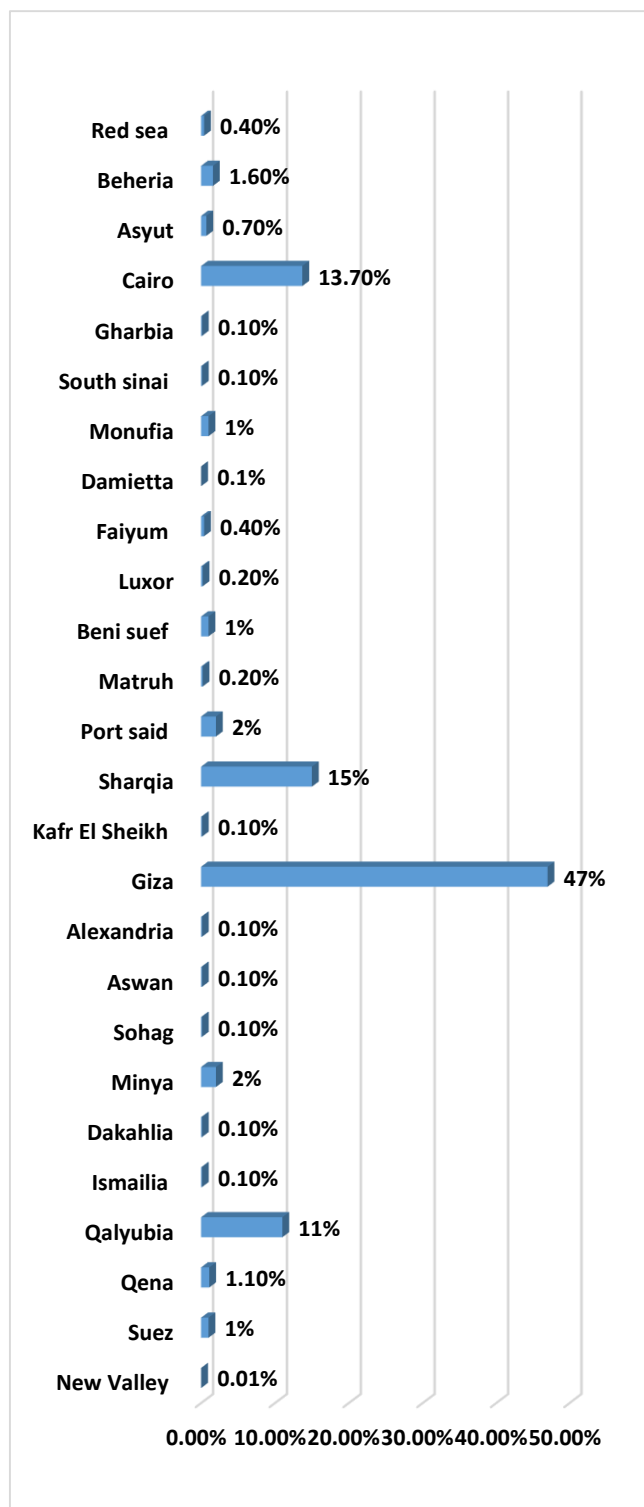
Income-Level	Feb 2019	%
501-1000	99	1%
1001-1100	186	3%
1101-1200	275	4%
1201-1300	298	4%
1301-1400	272	4%
1401-1500	739	11%
1501-1600	335	5%
1601-1700	371	6%
1701-1800	489	7%
1801-1900	297	4%
1901-2000	690	10%
2001-2100	242	3%
2101-2200	309	4%
2201-2300	230	5%
2301-2400	216	3%
2401-2500	427	3%
2501-2600	119	6%
2601-2700	117	2%
2701-2800	151	2%
2801-2900	93	2%
2901-3000	199	1%
3001-3100	77	1%
3101-3200	68	3%
3201-3300	70	1%
3301-3400	50	1%
3401-3500	103	1%
3501-3600	10	2%
3601-3700	15	0.1%
3701-3800	20	0.2%
3801-3900	20	0.3%
3901-4000	20	0.3%
4001-4100	6	0.3%
4101-4200	16	0.1%
4201-4300	6	0.1%
4301-4400	11	0.06%
4401-4500	4	0.21%
4510-4600	5	0.1%
4601-4750	22	0.3%
Total	6677	100%



Average Income Level: 2,003

Total No. of beneficiaries according to governorates:

Governorates	Feb 2019	%
New Valley	1	0.01%
Suez	43	1%
Qena	72	1.1%
Qalyubia	735	11%
Ismailia	4	0.1%
Dakahlia	7	0.1%
Minya	159	2%
Sohag	18	0.1%
Aswan	28	0.1%
Alexandria	23	0.1%
Giza	3,171	47%
Kafr El Sheikh	7	0.1%
Sharqia	975	15%
Port said	110	2%
Matruh	2	0.2%
Beni suef	67	1%
Luxor	11	0.2%
Faiyum	28	0.4%
Damietta	4	0.1%
Monufia	87	1%
South sinai	5	0.1%
Gharbia	24	0.1%
Cairo	917	13.7%
Asyut	48	0.7%
Beheria	104	1.6%
Red sea	27	0.4%
Total	6,677	100.0%



Total subsidy amount:

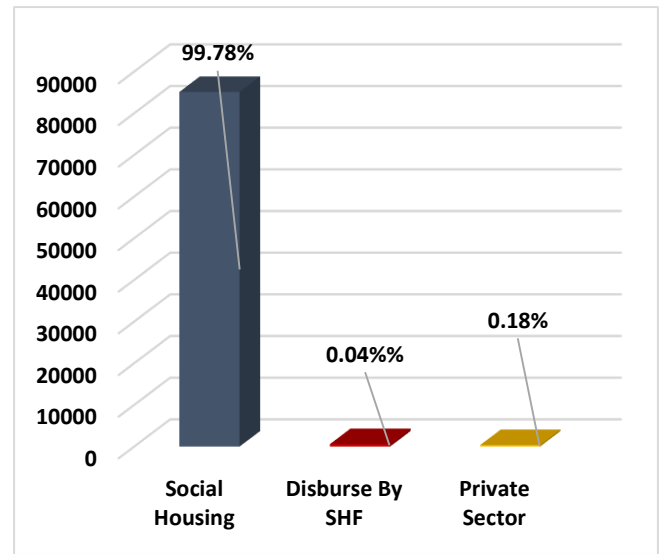
Year	Total No. of beneficiaries	Subsidy amount
February 2019	6,677	97,413,515
Total	6,677	97,413,515

Average Subsidy Amount: 14,589**Total Mortgage Amount:**

Lenders	Total No. of beneficiaries	Mortgage amount
National bank of EGYPT	2,431	247,014,400
Bank Misr	1,832	193,015,975
Arab African International Bank	354	38,108,400
Banque du caire	421	37,312,608
Commercial International bank	329	35,950,600
Housing & development bank	361	34,854,926
Industrial Development Bank	156	15,871,688
QNB ALAHLI	77	8,139,073
Contact	82	8,729,689
SAIB Bank	80	7,963,341
Arab Investment Bank	80	7,311,007
BLOM Bank Egypt	69	7,254,955
Faisal Islamic bank	69	6,451,055
ALOULA	54	6,065,255
Ahly Mortgage Finance	56	6,011,168
The United Bank OF Egypt	45	4,985,611
Union National Bank	37	3,945,587
National Bank Of kuwait	40	3,824,275
Egyptian Arab Land Bank	29	3,124,131
Amlak	29	2,908,771
EG Bank	28	2,469,477
Tmweel	11	1,255,656
Ahly United Company	6	641,124
Arab African International Company	1	116,809
Total	6,677	683,325,581

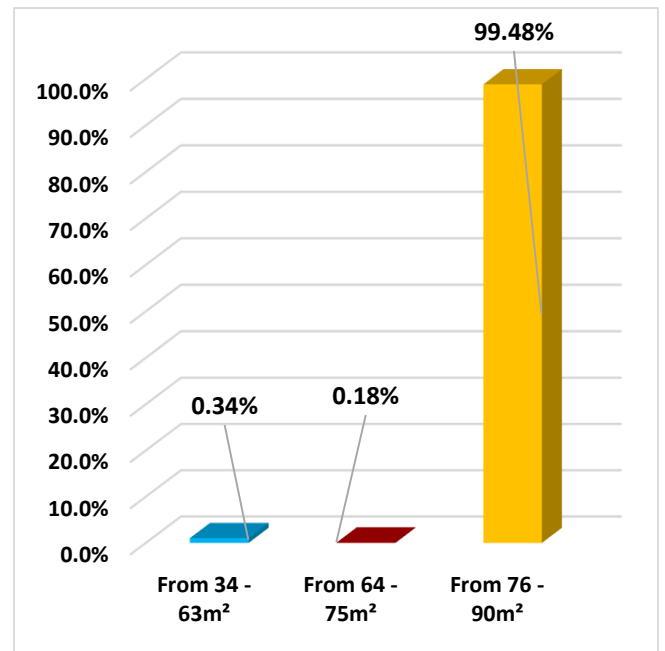
Total No. of allocated units:

Allocated Units	Feb 2019	%
Social Housing	5638	99.78%
Disburse By SHF	2	0.04%
Private Sector	10	0.18%
Total	5650	100%



Total No. of allocated units according to unit's size:

Size of Allocated Units	Feb 2019	%
From 34 - 63m ²	19	0.34%
From 64 - 75m ²	10	0.18%
From 76 - 90m ²	5621	99.48%
Total	5650	100%



Total number of messages 1124:

Date	Total No. of SMS	%
1-Feb-19	934	2%
2-Feb-19	1420	3%
3-Feb-19	1871	5%
4-Feb-19	1894	5%
5-Feb-19	1706	4%
6-Feb-19	1780	4%
7-Feb-19	1608	4%
8-Feb-19	849	2%
9-Feb-19	1146	3%
10-Feb-19	1728	4%
11-Feb-19	1688	4%
12-Feb-19	1638	4%
13-Feb-19	1673	4%
14-Feb-19	1427	3%
15-Feb-19	713	2%
16-Feb-19	1101	3%
17-Feb-19	1746	4%
18-Feb-19	1664	4%
19-Feb-19	1474	4%
20-Feb-19	1427	3%
21-Feb-19	1429	3%
22-Feb-19	733	2%
23-Feb-19	1100	3%
24-Feb-19	1588	4%
25-Feb-19	1329	3%
26-Feb-19	1646	4%
27-Feb-19	1532	4%
28-Feb-19	2143	5%
Total	40987	100.00%

Call Center operation report:

Date	Total Number Of Received Calls	Total Number Of Answered Calls	Total Number Of non-Answered Calls before 30 sec	percentage Of non-Answered Calls before 30 sec	Total Number Of non-Answered Calls	Percentage Of non-Answered Calls	Service Level	Average Response	Average Call Duration
Feb-19	98,411	97,957	332	0.3%	442	0.4%	99.5%	0:00:04	0:02:39
Total	98,411	97,957	332	0.3%	442	0.4%	99.5%	0:00:04	0:02:39

