

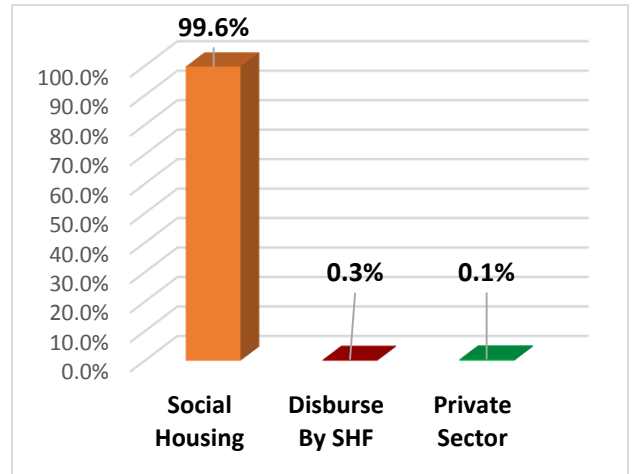
**SOCIAL HOUSING AND MORTGAGE FINANCE FUND
PERFORMANCE REPORT
JANUARY 2019**

Table of Content

Content	Page
Total No. Of Beneficiaries According to Project Type	3
Total No. Of Beneficiaries According to Gender	3
Total No. Of Beneficiaries According to Age Group	3
Total No. Of Beneficiaries According to Work Classification	4
Total No. Of Beneficiaries According to Marital Status	4
Total No. Of Beneficiaries According to Income Level	5
Total No. Of Beneficiaries According to Governorates	6
Total Subsidy Amount	7
Total Mortgage Amount	7
Total No. Of Allocated Units	8
Total No. Of Allocated Units According To units Size	8
SMS Report 1124	9
Call Center Operation Report	9

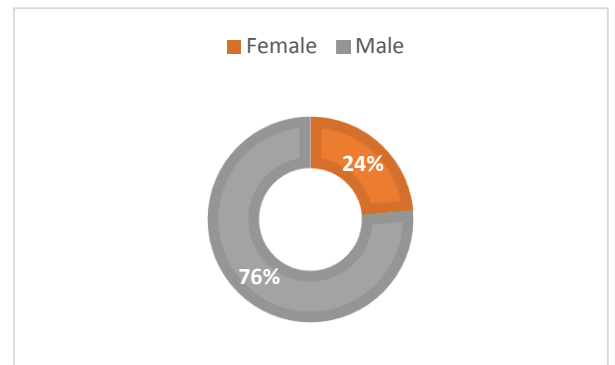
Total No. of beneficiaries according to project type:

Project type	Jan 2019	%
Social Housing	8429	99.6%
Disburse By SHF	24	0.3%
Private Sector	6	0.1%
Total	8459	100%



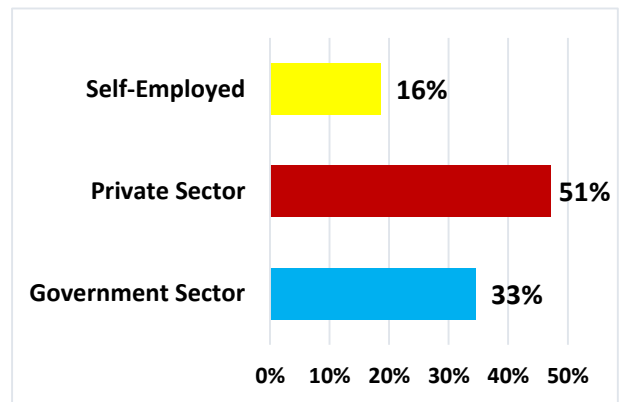
Total No. of beneficiaries according to gender:

Gender	Jan 2019	%
Female	2007	24%
Male	6452	76%
Total	8459	100%



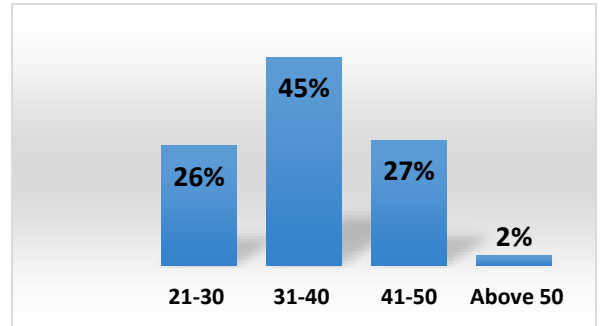
Total No. of beneficiaries according to work classification:

Work Classification	Jan 2019	%
Government Sector	2778	33%
Private Sector	4292	51%
Self-Employed	1389	16%
Total	8459	100%



Total No. of beneficiaries according to age group:

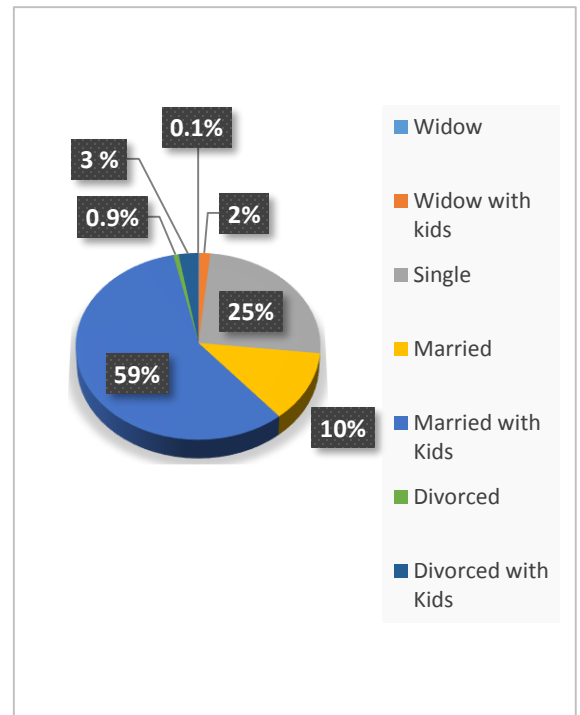
Age Group	Jan 2019	%
21-30	2185	26%
31-40	3795	45%
41-50	2284	27%
Above 50	195	2%
Total	8459	100%



Average age: 37 years

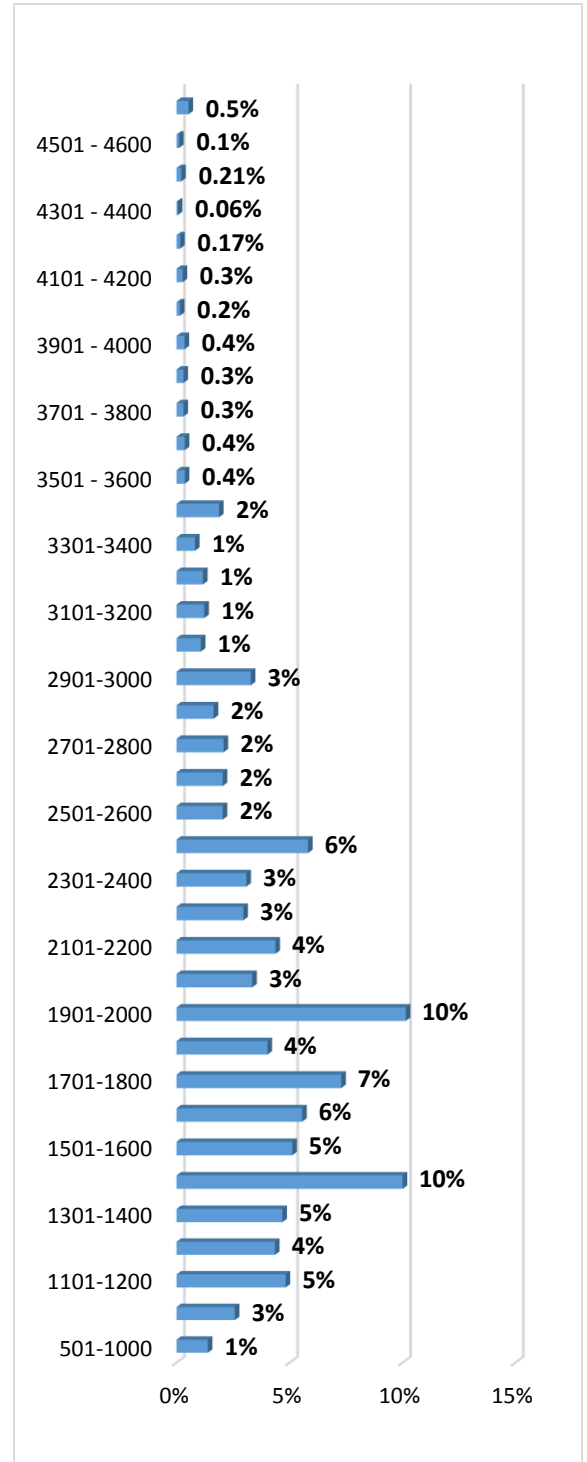
Total No. of beneficiaries according to marital status:

Marital Status	Jan 2019	%
Widow	9	0.1%
Widow with kids	166	2%
Single	2084	25%
Married	853	10%
Married with Kids	4982	59%
Divorced	72	0.9%
Divorced with Kids	293	3%
Total	8459	100%



Total No. of beneficiaries according to income level:

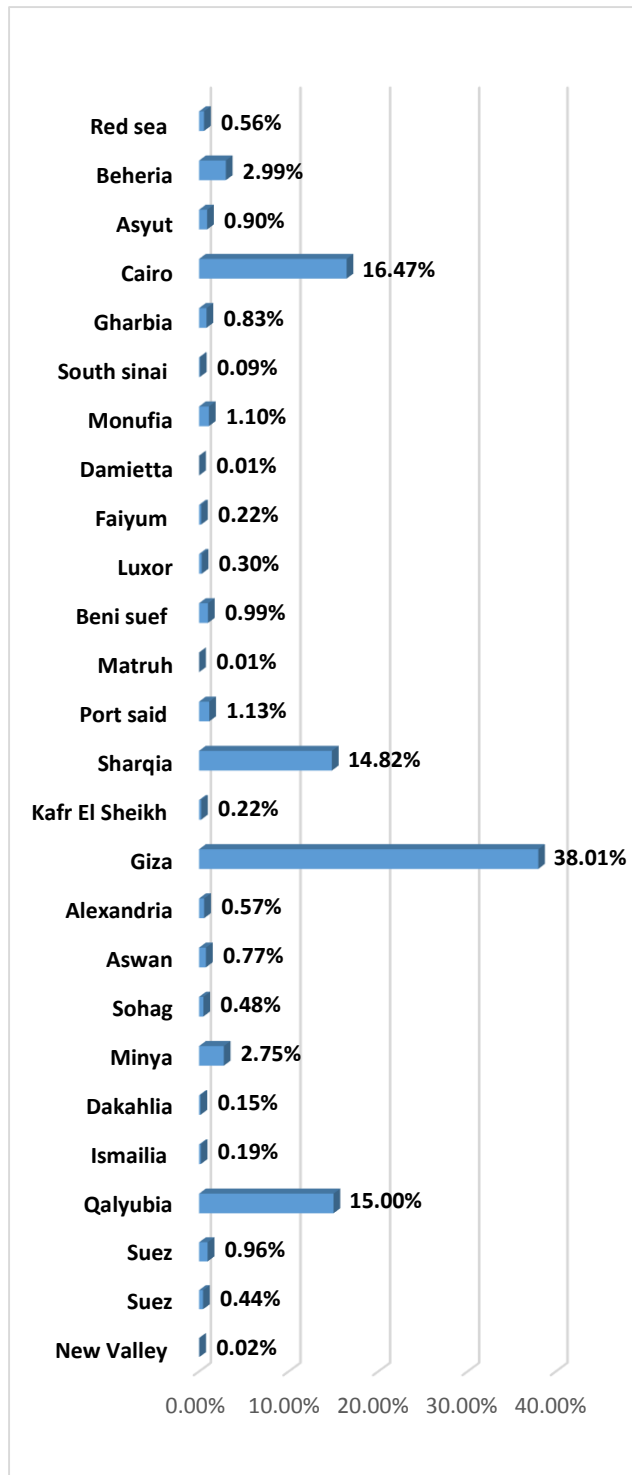
Income-Level	Jan 2019	%
501-1000	117	1%
1001-1100	218	3%
1101-1200	408	5%
1201-1300	368	4%
1301-1400	396	5%
1401-1500	846	10%
1501-1600	433	5%
1601-1700	470	6%
1701-1800	616	7%
1801-1900	340	4%
1901-2000	858	10%
2001-2100	283	3%
2101-2200	370	4%
2201-2300	250	3%
2301-2400	261	3%
2401-2500	492	6%
2501-2600	173	2%
2601-2700	173	2%
2701-2800	176	2%
2801-2900	139	2%
2901-3000	278	3%
3001-3100	91	1%
3101-3200	104	1%
3201-3300	99	1%
3301-3400	69	1%
3401-3500	159	2%
3501-3600	31	0.4%
3601-3700	31	0.4%
3701-3800	26	0.3%
3801-3900	26	0.3%
3901-4000	30	0.4%
4001-4100	13	0.2%
4101-4200	23	0.3%
4201-4300	14	0.17%
4301-4400	5	0.06%
4401-4500	18	0.21%
4510-4600	10	0.1%
4601-4750	45	0.5%
Total	8,459	100%



Average Income Level: 2,035

Total No. of beneficiaries according to governorates:

Governorates	Jan 2019	%
New Valley	2	0.02%
Suez	37	0.44%
Qena	81	0.96%
Qalyubia	1,269	15.00%
Ismailia	16	0.19%
Dakahlia	13	0.15%
Minya	233	2.75%
Sohag	41	0.48%
Aswan	65	0.77%
Alexandria	48	0.57%
Giza	3,215	38.01%
Kafr El Sheikh	19	0.22%
Sharqia	1,254	14.82%
Port said	96	1.13%
Matruh	1	0.01%
Beni suef	84	0.99%
Luxor	25	0.30%
Faiyum	19	0.22%
Damietta	1	0.01%
Monufia	93	1.10%
South sinai	8	0.09%
Gharbia	70	0.83%
Cairo	1,393	16.47%
Asyut	76	0.90%
Beheria	253	2.99%
Red sea	47	0.56%
Total	8,459	100.0%



Total subsidy amount:

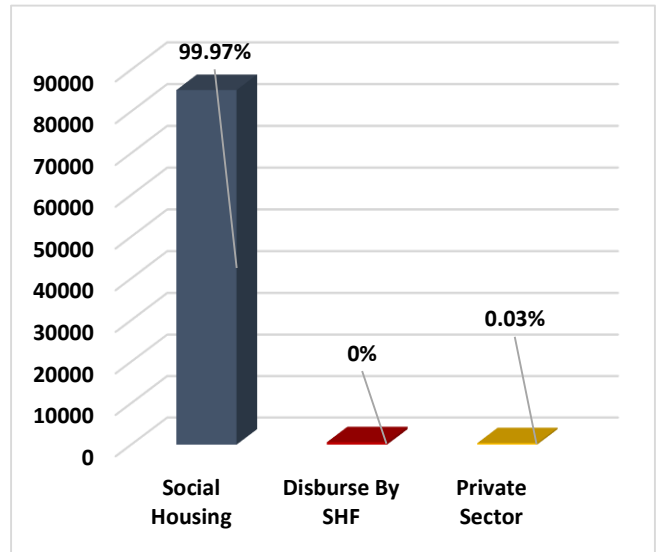
Year	Total No. of beneficiaries	Subsidy amount
January 2019	8,459	121,054,375
Total	8,459	121,054,375

Average Subsidy Amount: 14,312**Total Mortgage Amount:**

Lenders	Total No. of beneficiaries	Mortgage amount
National bank of EGYPT	3,287	337,119,200
Bank Misr	1,785	189,198,866
Banque du caire	773	69,070,465
Housing & development bank	537	51,274,825
Commercial International bank	323	36,961,900
Amlak	271	30,027,441
Industrial Development Bank	274	27,870,531
ALOULA	190	21,783,947
Ahly Mortgage Finance	139	15,251,675
Arab African International Bank	140	15,060,368
QNB ALAHLI	111	12,153,198
SAIB Bank	118	11,804,749
The United Bank OF Egypt	79	8,728,996
BLOM Bank Egypt	70	7,363,566
Faisal Islamic bank	65	6,132,496
Egyptian Arab Land Bank	53	5,546,139
Arab Investment Bank	57	5,308,654
Tmweel	38	4,457,651
Contact	43	4,365,275
Union National Bank	24	2,619,972
Ahly United Company	24	2,417,090
National Bank Of kuwait	24	2,404,355
EG Bank	24	2,228,365
Credit Agricole Egypt	8	931,407
Egyptian Housing Finance	2	196,450
Total	8,459	870,277,580

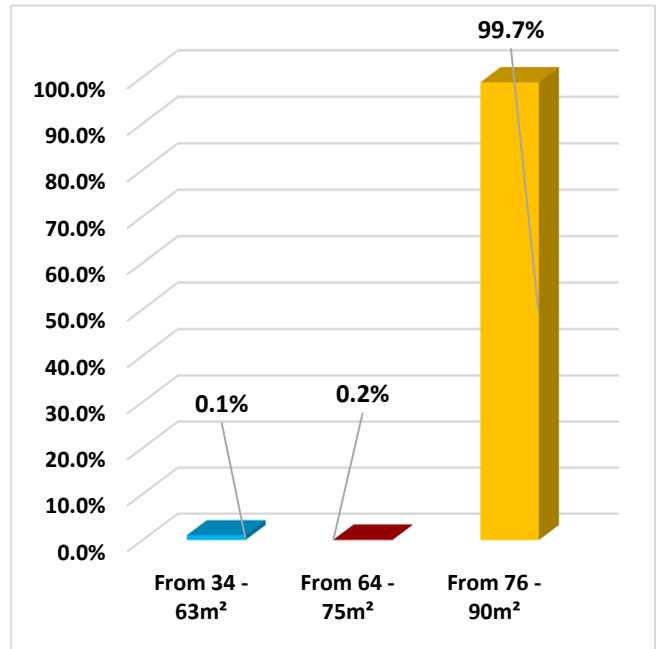
Total No. of allocated units:

Allocated Units	Jan 2019	%
Social Housing	7548	99.97%
Disburse By SHF	0	0%
Private Sector	2	0.03%
Total	7550	100%



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

Size of Allocated Units	Jan 2019	%
From 34 - 63m ²	10	0.1%
From 64 - 75m ²	16	0.2%
From 76 - 90m ²	7524	99.7%
Total	7550	100%



Total number of messages 1124:

Date	No. of messages	%
1-Jan-19	1908	3%
2-Jan-19	2243	4%
3-Jan-19	2246	4%
4-Jan-19	1212	2%
5-Jan-19	1627	3%
6-Jan-19	2057	4%
7-Jan-19	1400	2%
8-Jan-19	2085	4%
9-Jan-19	2126	4%
10-Jan-19	1982	3%
11-Jan-19	1015	2%
12-Jan-19	1441	2%
13-Jan-19	2164	4%
14-Jan-19	2156	4%
15-Jan-19	2213	4%
16-Jan-19	1766	3%
17-Jan-19	2159	4%
18-Jan-19	1251	2%
19-Jan-19	1773	3%
20-Jan-19	2742	5%
21-Jan-19	2607	4%
22-Jan-19	2221	4%
23-Jan-19	2835	5%
24-Jan-19	1583	3%
25-Jan-19	1089	2%
26-Jan-19	1448	2%
27-Jan-19	2129	4%
28-Jan-19	1974	3%
29-Jan-19	1954	3%
30-Jan-19	1648	3%
31-Jan-19	1619	3%
Total	58673	100 %

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-speed	Average Call Duration
Jan-2019	122,380	121258	755	1%	985	0.8%	99.1%	0:00:04	0:02:39
Total	122380	121258	755	1%	985	0.8%	99.1%	0:00:04	0:02:39

