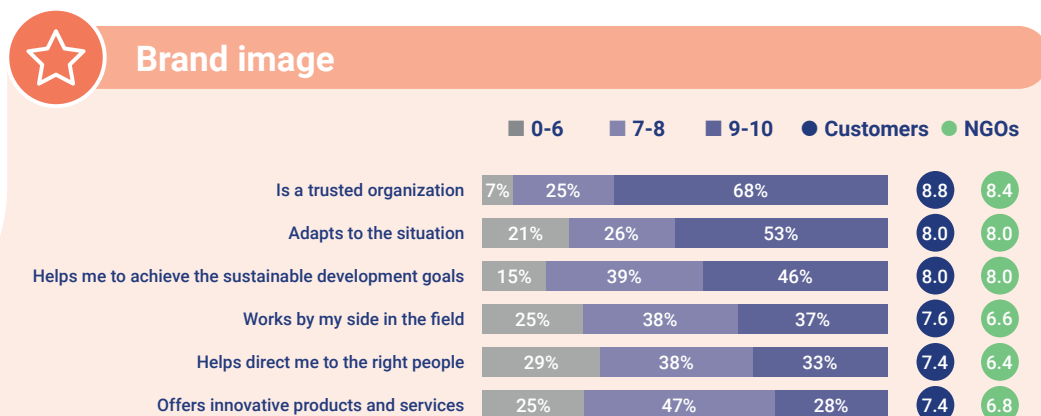


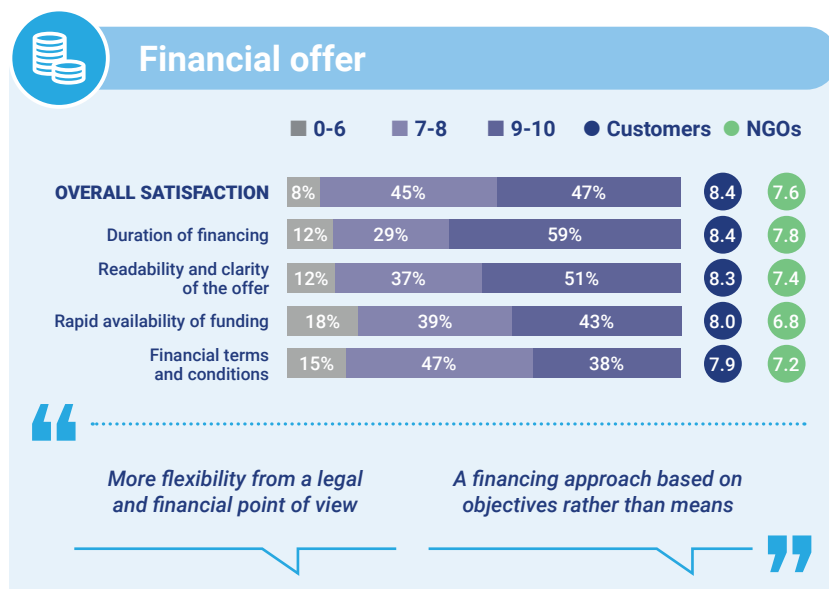
AFD has conducted its 1st customer survey: the results

Carried out in collaboration with Ipsos France, 28% of our counterparts* were involved in the study, which consisted of a survey supplemented by qualitative interviews

*Excluding Proparco and Expertise France. The results distinguish between NGOs, recipients of distinct products, and other customers.



“ Is not simply a finance agency but also a partner AFD adapts to and understands the local approach They know what they are talking about on different continents Financing capacity which is focused on action ”



Areas of improvement

- Simplify and adapt procedures
- Rely more on local teams
- Increase the agility of extra-financial services
- Communicate more about our offers and services
- Develop online forums and discussion platforms



The survey has confirmed the relevance of current projects and justifies the implementation of new tools



We're counting on you to keep the dialogue going!