

**Virtual Roundtable on COVID-19 Mitigation Efforts #2:
Lessons from Asia
April 2, 2020**

Q&A summary

- 1. Is rapid and online lending for SMEs more challenging in these turbulent times? (e.g. risk, liquidity, etc.)?**

Henry Lam from Simple Credit responded: Yes, although the process has moved online for client convenience and privacy, but underlying processes of SMEs business is mostly offline (online education and e-merchant are exceptions). One report mentioned cash buffer of small business varies between 13 to 62 days, with median of 27 days.

- 2. Have some clients taken advantage of the relief measures? And if so, how have you handled that?**

Henry Lam from Simple Credit responded: During the temporary lockdown of cities, relief measures became crucial to the survival of small business, allowing them to manage their cashflow. We keep a close attention to the local government relief or guarantee program and combine with first-hand information of the client to design our policy quickly. The key is to make it accessible and simple, about 10% of clients have taken advantage of the relief measures so far and they are grateful for the help.

- 3. What are you considering as evidence of Covid19 to consider an impacted business for relief measures?**

Henry Lam from Simple Credit responded: In China, we take into account the isolation notifications by local government, or an individual's health condition QR code that recorded whether someone was isolated and when the isolation will be expire.