Contactless Life + Contactless Loans
Digital Solutions to Support Clients in Battling the Crisis

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Crucial Time Calling for New Solutions

• Ant Financial is a technology company dedicated to providing inclusive financial services to individuals as well as small and micro enterprises.

• In the time of crisis, we introduced new tech solutions of Contactless Life and Contactless Loans to support our clients in fighting two battles.
Key Considerations of Contactless Life During Covid-19

Information
- How can I get timely information about local covid-19 situation
- Who should I trust for information, without fake news, click baits and rumors

Medical Consultation
- If feeling unwell, what should I do
- How do I get treated without leaving my house
- Is there good advice that I can get if I have symptoms of the novel virus

Social Engagement
- How do I pass my time at home and keep in touch with others

Food
- Where can I get supplies without leaving my home
Mini-Programs Created to Meet Urgent Needs

**Top 10 Urgent Needs**

- Launched **Alipay mini-program campaign**, nationwide developers joined the efforts
- **181 mini-programs** were created and housed on the Alipay app
- **600 mn people** used these mini programs, reducing **90 mn times outdoor trips**
Contactless Life Solutions Developed through Collaboration

These programs are developed by third-party developers and housed on the Alipay App.
Importance of Contactless Loans to Support SMEs

Key Challenges for SMEs

- **Lack of market demand**: 48%
- **Fixed cost and expenses**: 35%
- **Tight cashflow**: 21%
- **Price increase of raw materials**: 16%
- **Other difficulties**: 12%
- **Delivery delays**: 10%
- **Lack of staff**: 7%
- **No difficulty**: 4%
- **Lack of PPE**: 3%

Source: survey of 20,000 MSMEs clients of MYbank, an Ant Financial brand and an online commercial bank (Feb 2020)
Joint Efforts to Promote Financing and Digital Transformation

310 Contactless Loans Program Covering:

- 100+ Financial Institutions
- 100+ Supply-Chain Corporates
- 100+ Cities and Counties

to support 10 million SMEs with contactless loans and capacity building in digital transformation
Unique Advantages of Contactless Loans

Every 1% increase in digital lending is estimated to reduce 2.57% negative impact of Covid-19 on the real economy.

Source: Peking University Digital Finance Research Center

We want to see Africa not only managing these challenging issues, but also capitalizing upon the opportunities the crisis will present—to become more competitive and to leap forward, for example, with e-governance and fintech.

IMF Managing Director, Kristalina Georgieva
Summary

- Leveraging Technology
  Digital infrastructure is the foundation of prompt and effective solutions

- Embracing Collaboration
  Collaborate to achieve scalable social impact and mitigate systematic risks