





DESJARDINS MUTUAL ASSISTANCE FUND

IMPACT OF THE PROGRAM¹

Some of the reasons people apply for help under this program :

 **65 %**
of participants apply to find a way out of a difficult situation

 **56 %**
want to get a clear idea of their finances

 **56 %**
want to learn how to budget

Practical support :

▶ Budget tools and advice



▶ Small emergency loans, if necessary



▶ Negotiating with public service providers, creditors and landlords



▶ Finding possible sources of additional income (e.g., government benefits and income supplements)

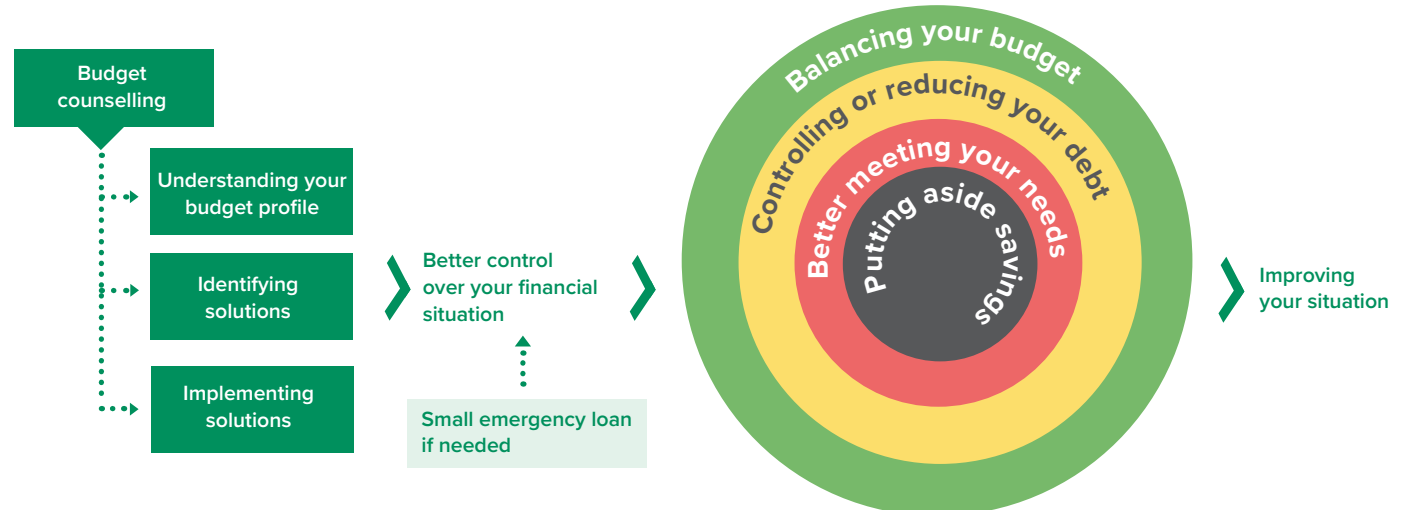


▶ Help finding additional resources (support services, food banks, etc.)



Through a partnership with 35 community organizations across Quebec and Ontario, the Desjardins Mutual Assistance Fund provides people experiencing financial difficulty with :

- Free budget counselling
- Under certain conditions, loans with payment terms adapted to their financial capacity



¹ Data collected in late 2018 from an impact analysis involving five budget consultation organizations that act as program partners.

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IMPACT OF THE PROGRAM



Impact of the support and loan on participants

- ...> better management of their personal finances
- ...> reclaimed control of their situation
- ...> better understanding of community resources
- ...> increased ability to negotiate with creditors
- ...> ability to take responsibility and develop good payment habits
- ...> less stress
- ...> restored confidence, increased self-esteem
- ...> access to assistance resources, decreasing isolation

Results that speak for themselves :

98 %

of participants stated that their expectations and needs were met



84 %

of participants improved their situation

90 %

were able to set up budgets that were tailored to their specific needs

87 %

changed their buying habits

79 %

felt better equipped to deal with their financial situation

Participants were very satisfied with the help they received :



95 %

felt that the information was clear



100 %

felt that the advisor's attitude was respectful and appropriate



98 %

felt that the advisor was attentive to their needs

The testimonials say it all !

"Getting the loan meant I could pay for my kid's back-to-school expenses while I was unemployed after a hospital stay."

"Even though my income was low, I was able to get a small loan to buy winter tires for my car, so I could keep my job."

"I've always been terribly embarrassed to ask for help. But I was listened to and accepted. I felt valued. I couldn't believe that someone could help me at this point."



To learn about partner organizations:
www.desjardins.com/mutualassistance