

COMPLAINT REGARDING CUSTOMER IN RATANAKIRI

Consequent to a complaint received from LICHADO pertaining to a customer in the Ratanakiri Province, the company initiated an inquiry to ascertain the validity of the allegations levelled therein pertaining to the conduct of LOLC Cambodia and/or its staff. The Board is satisfied that there is no evidence in relation to any oppressive or unethical conduct on the part of LOLC Cambodia and/or its staff.

The investigations revealed that the borrower has been a customer of LOLC Cambodia since 2019 with an unblemished record. He was a cultivator who owned two agricultural properties in addition to his house and property and had invested in the third agricultural property in 2022. During the months leading to his demise¹, we find that inclement weather resulting in floods in the Ratanakiri Province during the period August to October 2022² had affected his cultivation and potential income.

We also understand that his wife who is the co-borrower is not in a position to continue cultivating the properties and is currently eking a living as a daily labourer.

Consequent to the complaint, we have met with the Co-borrower/wife of the deceased and allayed any apprehension she would have had pertaining to the borrowing and have clearly made her understand that she is under no compulsion to sell any properties to settle the debt.

In this case, the company will follow due process applied to non-performing loans ensuring that the wife of the deceased/co-borrower will not be subject to further distress.



Board of Directors | 09th May 2023

¹ The investigations revealed that the close relations of the deceased were unaware of any reasons for such suicide.

² News related to severe flood natural disaster in Cambodia between August to October 2022:

1. Cambodia, Flooding in 16 Provinces (8-Aug-2022)
<https://reliefweb.int/report/cambodia/cambodia-flooding-16-provinces-8-aug-2022>
2. Flooding hits Ratanakiri (13-Aug-2022)
<https://www.phnompenhpost.com/national/flooding-hits-ratanakiri>
3. Heavy rain has lashed most parts of Cambodia and many residents, especially those in the rural areas, had to be evacuated and taken to safety (15-Aug-2022)
<https://www.khmertimeskh.com/501131832/heavy-rain-has-lashed-most-parts-of-cambodia-and-many-residents-especially-those-in-the-rural-areas-had-to-be-evacuated-and-taken-to-safety/>
4. Floods, extended monsoon hit Cambodia after drought (26-Sep-2022)
<https://www.ucanews.com/news/floods-extended-monsoon-hit-cambodia-after-drought/99020>