

To Whom It May Concern

I would like to express my satisfaction with working with ASPEKT team on a project that has made visible changes to our company and everyone who uses our products and services. The Agency for Finance in Kosovo is a non-banking microfinance institution to improve living conditions in the country by providing access to financial services to micro-enterprise and small enterprise organizations.

AFK and ASPEKT have worked together successfully for over ten years. We have implemented a variety of projects and software innovations, all of which have helped in the improvement of our operations. We continued to collaborate on modernizing and digitizing AFK after our initial project, in which we implemented Aspekt core microfinance system, proceeded on to mobile banking, and established a tablet platform for on-field operations, achieving significant operational improvements, and making long-term, loyal customers, everything aligned to AFK's growth plans.

The last project implementation ASPEKT did, is the Advanced and Predictive Analytic Model assisted us in driving innovative business decisions by providing real-time data for insights that resulted in greater competitive advantage on the market. The advantages of implementing the ASPEKT Advanced and Predictive Analytics Model go beyond meeting stringent rules and utilizing potential sources of input for designing features of new and existing products. Simply put, it's a better way to do business today. By carefully selecting individuals who pose low risk, lowering the risks of lending to customers, and collaborating with other businesses, ASPEKT's Advanced and Predictive Analytic Model reduces the risk of loan default. Incorporating this model into loan approval processes can improve margins. Financial institutions must have robust BI and advanced and predictive analytics models to remain compliant and profitable while also satisfying their clients and shareholders. AFK was successfully supported by ASPEKT by uncovering hidden trends, testing hypotheses, and double-checking assumptions using EDA- Exploratory Data Analysis to determine the causes of late loan payback by assessing specific criteria.

While ASPEKT has discussed the primary benefits with us, we are pleased to say that we have achieved all of them, including more accurate decision-making and more time to focus on strategy. We have increased our ROI and have provided more tailored client experiences. Adopting the ASPEKT Advanced and Predictive Analytics Model has allowed us to move beyond simple reporting and descriptive analytics, resulting in the desired outcomes and different scenarios based on our needs.

On behalf of AFK and myself, I strongly recommend ASPEKT as a partner that can guide you to a change that benefits you but also your customers. We are pleased that ASPEKT continues to provide us with excellent innovative software solutions.

With Respect,

Xhevdet Spahija, Chief Operations Officer

Agency for Finance in Kosovo

