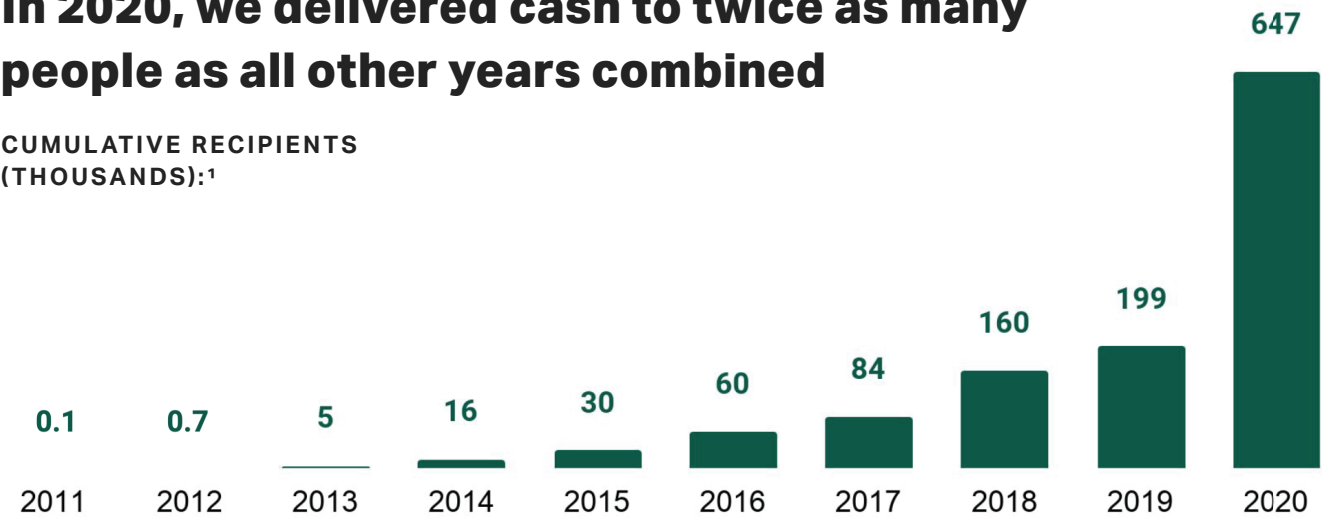


In 2020, we delivered cash to twice as many people as all other years combined

CUMULATIVE RECIPIENTS (THOUSANDS):<sup>1</sup>



<sup>1</sup>2015 unique recipient count is estimated based on total dollars committed

CUSTOMER SERVICE

94%

of first transfers paid on time

EFFICIENCY

\$0.92

of every dollar donated delivered to recipients

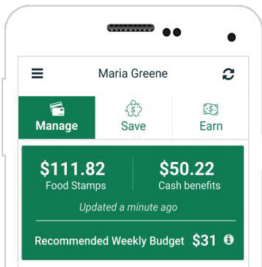
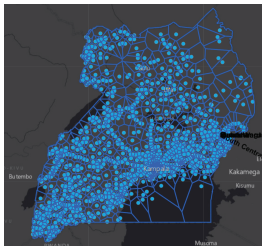
Recipient Voices

“Owning a decent house has made my life to be totally different in such a way that I never expected it would happen this soon. Previously I used to sleep at my relative’s houses together with my children’s since my house collapsed so many years ago. Life has been so tough and because I did not have enough money to buy the required materials for the construction of a new house, I had to seek shelter be in the summer or winter season. The coming of GD into my life has changed my story. I am now a proud owner of a decent iron-roofed house. We are now living happily as a family and we no longer worry about the rains or even the insecurity.”

SALAMA, KENYA

To reach recipients during COVID-19, we built new contactless operational models

END-TO-END CONTACTLESS MODEL:



|                        |                               |                                      |
|------------------------|-------------------------------|--------------------------------------|
| 11:01<br>Incoming Cals | 13<br>Left Cals               | 0<br>Cals in Hold                    |
| 13<br>Cals in Hold     | 13<br>Agents on Cal           | 0<br>Agents Available                |
| 37<br>Incoming Cals    | 32<br>Incoming Answered Cals  | 5<br>Incoming Drop Cals              |
| 467<br>Outbound Cals   | 467<br>Outbound Answered Cals | 174<br>Incoming Drop Cals This Month |

1. Target Updated

CONTACTLESS ID:

- Machine learning algorithm
- Network of partners with reliable recipient databases

2. Enroll Updated

DIGITAL ENROLLMENT:

- Self-enrollment websites
- SMS surveys
- Smartphone applications

3. Pay

PAYMENTS SYSTEM:

- [Africa] Digital payments via mobile money
- [U.S.] 6 payout options offered (including unbanked)

4. Monitor

CUSTOMER SERVICE:

- Call center follow up via SMS / phone
- Fraud monitoring & audit investigations

“I managed to clear the huge fee balances for my children after staying home for days. This had really been stressing me I had no asset that I can sell so that I can get the fees. Some of my children were about to drop out of school since they were hopeless. The fact that I never had the chance to go to school I have really been wishing to see all my children get a good education which will lead to a bright future together with their generation. Therefore the coming of GiveDirectly in my life changed the whole story because I managed to send them back to school and they are continuing with their studies like the rest.”

DAMA, KENYA

“The coronavirus affected our family, where we were homeless. And we needed food and shelter. I’m struggling trying to make it and the [GiveDirectly] program just gave us a thousand dollars, which helped us move into our place. And I was able to purchase beds for my kids in their own home for the first time in a long time.”

ALINA, GEORGIA, U.S.

PROGRAM HIGHLIGHT (GOV'T)

Liberia education stipends: We paid 89% of all 12th graders despite not having phone numbers

When the Liberian government reopened schools for 12 graders' final exams, there was no school meal plan in place. Instead, they asked GiveDirectly to deliver cash to 42K twelfth graders in one month. We expected to receive a pre-verified list of student phone numbers to pay; when lists arrived with 0 phone numbers, we built a self-enrollment website in 72 hours, confirming identity via ID number.

37K

Liberian 12th graders paid

91%

enrolled in less than 10 minutes

100%

of schools in Liberia reached

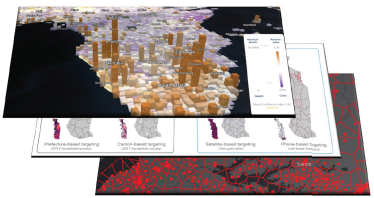
PROGRAM LAUNCH TIMELINE:



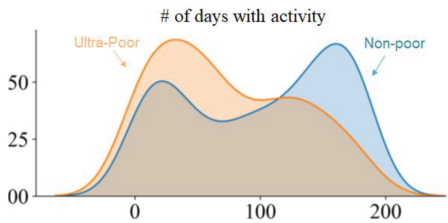
PROGRAM HIGHLIGHT (GOV'T)

Togo launch: We paid 29K people in the 1st month with satellite prediction & machine learning

Working with the Center for Effective Global Action and Togo's Ministry of Digital Economy and Digital Transformation, we launched a 100% contactless COVID-19 response that's opening the door for more rapid disaster responses in the future.



Satellite imagery prediction used to identify the poorest 100 districts



Machine learning used to identify poorest 1/3 of people in those districts based on cell usage patterns

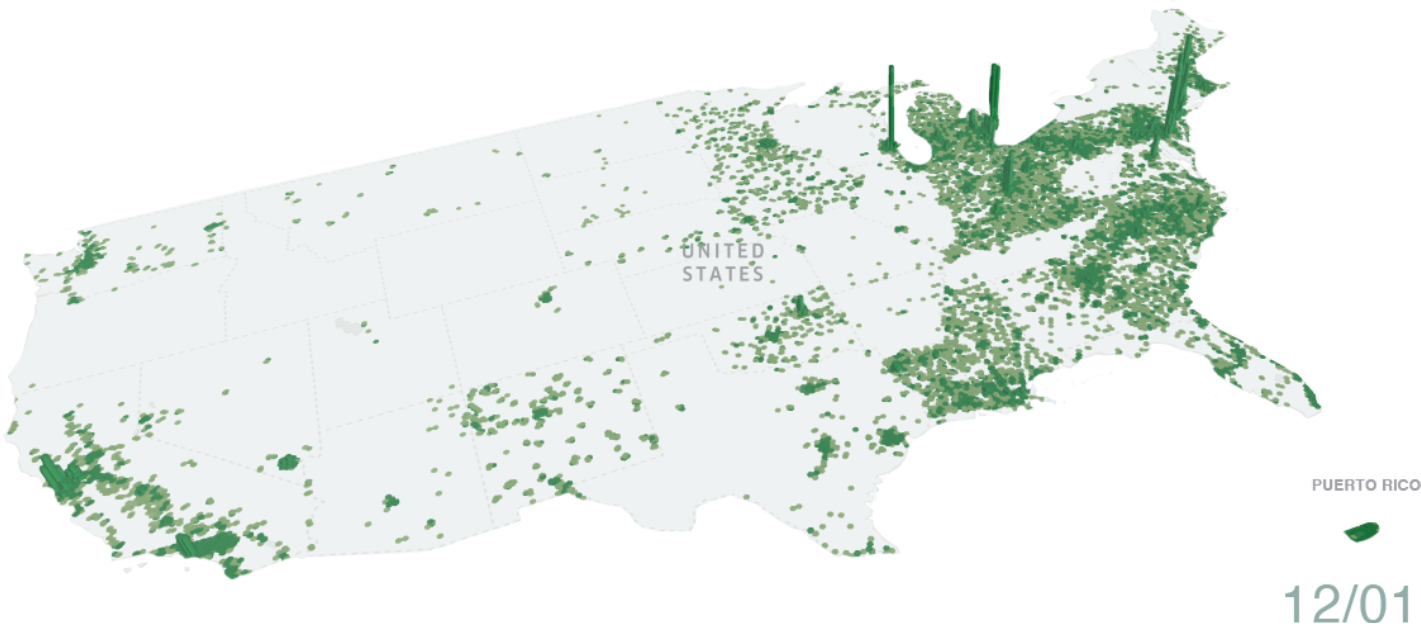


Paid recipients instantly once they completed enrollment on their mobile phone

PROGRAM HIGHLIGHT:

U.S.: We’ve paid 134K families affected by COVID-19

Within 10 days of first exploring a U.S. COVID-19 response, we launched Project 100 and paid the first 124 recipients. Since then, we’ve delivered transfers across 49 states in partnership with Propel and Stand for Children.



project  
100

FRESHEBT

Propel

STAND  
for children

10 days

B/w initial idea and first payments in March

\$0.99

/ \$1 delivered to recipients

2 days

Avg time b/w enrollment and payment

97%

Prefer cash to material donation of same value

2021 GOALS:

**3 top-line goals to deliver more money, to more people, in more contexts**

**1. Goal: Pre-position for cash disaster responses**

Pre-position instant disaster responses in three countries that could launch in under 72 hours

**2. Goal: Define what good operations look like for the sector**

Experiment with advising governments on their own cash programs; contract with one or more governments as a proof point

**3. Goal: Build out our team**

Hire Full Stack Engineer, Partnerships VP, Comms Dir, Africa Regional Dir, Research Dir, and [more](#)

Thank you for your continued investment and trust in recipients.