VISION FINANCE GROUP

Welfare Fund Guidelines

Emergency support operating rules

Reference guidelines • September 2026 • Subject to the approved Welfare Policy

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1. Purpose

The welfare fund provides limited and timely support to eligible members facing genuine emergencies. It is separately recorded from ordinary member savings, loans and Vision Finance Group institutional investment capital.

2. Current terms

TERM	CURRENT RULE
Maximum support	As approved in the current Welfare Policy / General Meeting decision for the relevant category of emergency.
Interest	10% for an approved repayable welfare loan; the period and calculation basis must be documented before release.
Normal repayment period	As documented in the approved welfare decision or Welfare Policy before disbursement.
Approval	Documented approval under the Welfare Policy and applicable financial controls; a beneficiary cannot approve their own assistance.
Payment channel	Airtel Money Agent Code 1243569.
Record keeping	Request, approval, disbursement, repayment and outstanding balance recorded in the welfare ledger.

3. Eligibility and approval

- The request must relate to a genuine urgent need that falls within the purpose of the welfare fund.
- The member must provide only the information needed to verify the emergency. The Social Welfare Coordinator presents a recommendation; the beneficiary must not approve their own support.
- Approval must be documented before funds are released.
- Any exception to approved welfare limits or repayment terms requires the Group's authorised decision process and must be documented before disbursement.

4. Disbursement and repayment

- Use the designated Airtel Money welfare channel: Agent Code 1243569.
- Keep the transaction reference as evidence.
- Record whether support is a grant or a repayable loan. Where repayment is due, return and record it in the welfare fund, separately from savings and ordinary loan repayments.

5. Safeguards

- Welfare funds must not be used as routine business capital.
- Member emergency information should be handled respectfully and only shared as necessary for verification and approval.
- Outstanding welfare obligations should be considered before approving another welfare request.

The Constitution does not set a current maximum welfare-support amount. The approved Welfare Policy must specify limits, assistance type and repayment terms. Ordinary loan limits, grace periods, repayment bands and the MWK 20,000 ordinary-loan fee do not automatically apply to welfare support (Constitution 9.2). Support and visits under clause 9.3 follow the policy, available funds and recorded approval; there is no fixed patient-visit amount.