



20Twenty

Financial Solutions

Innovating Home Finance: **20Twenty Solutions'** **Impact Report 2025**

February 2025



Purpose

At 20Twenty, our mission is to empower individuals to achieve homeownership, reduce their total cost of ownership, and ultimately become debt-free before retirement. This report highlights the tangible impact of our innovative, inflation-linked home financing model, which expands access to housing for more Namibians.

By aligning with key UN Sustainable Development Goals (SDGs), GRI and IRIS+, we demonstrate how 20Twenty is driving financial inclusion, reducing inequalities, and fostering sustainable communities. Through this report, we aim to provide stakeholders and investors with meaningful insights into the long-term value we create - helping more people to “Live Free” through responsible and accessible homeownership solutions.

About 20Twenty

20Twenty is a purpose-driven financial solutions provider that partners with employer companies to make homeownership more accessible to their employees. In a country where access to housing remains a critical challenge, 20Twenty is reshaping the future of home financing — one household at a time — by creating real, measurable impact in the lives of working Namibians.

Our approach is anchored in five key concepts that are especially relevant to Namibia's social and economic landscape:

- Access to Homeownership: We provide access to home loans for a broader and more diverse group of Namibian employees through structured employer partnerships.
- Obtaining Homeownership Sooner: Our product enables individuals — often first-generation homeowners — to enter the property market earlier, even on modest incomes or without significant upfront savings.
- Sustainable Financing Model: Our inflation-linked loan structure aligns with salary growth, protecting clients' disposable income and ensuring affordability over the long term.
- Reduced Cost of Homeownership: By limiting exposure to fluctuating interest rates and shortening the effective loan period, we lower the total cost of owning a home.
- Debt-Free Homeownership: Our model is designed to support full homeownership by retirement, allowing Namibians to enter their later years with security and peace of mind.

Our mission, embodied in the phrase “Live Free,” is to help individuals and families build financial resilience by achieving homeownership earlier in life and becoming debt-free by retirement.

Message from the Chief Executive Officer

At 20Twenty, we have always believed in the transformative power of homeownership. A home is not merely a physical structure; it is a gateway to financial security, personal empowerment, and long-term prosperity. Our mission is driven by a desire to make homeownership accessible and sustainable for all, especially those who have been excluded from traditional financing systems.

Through our innovative inflation-linked financing model, we provide clients with not just a loan, but a pathway to financial resilience and a better quality of life. This report highlights our dedication to creating lasting social impact and reflects our unwavering commitment to transparency and accountability. Together, we are building not just homes, but thriving, equitable communities.

Gideon Cornelissen

Chief Executive Officer





Governance

Effective governance underpins our ability to achieve our mission. Our Board of Directors and executive leadership ensure our strategies align with our ESG commitments. Our ESG policy adheres to the principles of:



GOVERNANCE EXCELLENCE: Upholding ethical behaviour, transparency, and robust risk management. This includes our compliance with the NamCode and NSX oversight.



SOCIAL RESPONSIBILITY: Promoting equity, financial education, and sustainable housing finance.









ENVIRONMENTAL STEWARDSHIP: Committed to energy-efficient housing, and future expansion into clean energy financing, such as solar solutions.

20Twenty and the Six Capitals

At 20Twenty, by strategically leveraging the six capitals: **financial, human, social, intellectual, manufactured, and natural capital**, we create value across multiple dimensions, supporting both business objectives and a commitment to sustainable and inclusive growth.

The table below illustrates how the six capitals contribute to the organisation’s operations, showcasing the measurable outcomes that drive positive change.

	CAPITAL TYPE	KEY ELEMENTS	INPUTS	OUTPUTS	OUTCOMES
	Financial Capital	<ul style="list-style-type: none">• Deployed capital• Sustainable financing models• Return generation	Investments, loans, and capital	Affordable housing loans, financial products	Improved financial stability, long-term wealth creation for clients
	Human Capital	<ul style="list-style-type: none">• Support services	Support services	Client support, financial literacy programmes	Enhanced client engagement, improved financial decision-making
	Social and Relationship Capital	<ul style="list-style-type: none">• Stakeholder partnerships• Social inclusion	Strategic partnerships, community wide	Partnerships with stakeholders, inclusive community support	Stronger social networks, increased client satisfaction, community upliftment
	Intellectual Capital	<ul style="list-style-type: none">• Product innovation• Assessment methods• Knowledge management	Knowledge sharing, research & development	Innovative financial products, customised assessment tools	Greater financial inclusion, unique client solutions
	Manufactured Capital	<ul style="list-style-type: none">• Housing construction• Infrastructure support• Urban development	Investment in housing infrastructure through our clients	Urban development projects, new housing units	Economic growth, improved living conditions
	Natural Capital	<ul style="list-style-type: none">• Digital processes• Resource management	Use of digital tools, sustainable practices	Reduced environmental impact, compliance with regulations	Reduced ecological footprint, long-term environmental sustainability

20Twenty’s diverse capital resources work together to deliver tangible benefits for both the organisation and the clients we serve. Through a focus on accessible finance and stewardship, 20Twenty continues to generate measurable impact across all areas of its operations. These efforts reflect a strong commitment to long-term value creation, supporting economic growth, and fostering social and environmental responsibility in line with the mission to provide accessible and sustainable housing solutions.

UN SDGs and Global Framework Alignment



In alignment with the UN SDGs, the GRI and the IRIS+ frameworks, 20Twenty is dedicated to creating lasting, positive change for underserved communities through its innovative financial solutions. GRI is a globally recognised framework for sustainability reporting, ensuring organisations disclose their environmental, social, and governance (ESG) performance transparently. Meanwhile, IRIS+, developed by the Global Impact Investing Network (GIIN), provides a standardised system for measuring and managing impact, allowing organisations to track their contributions to social and environmental change in a structured and comparable way.

By providing sustainable and accessible housing finance, 20Twenty empowers both individuals and families, contributing to poverty reduction and wealth creation. Our unique model, featuring inflation-linked rates and a strong focus on financial inclusion, ensures that those often excluded from traditional financial systems can access the financial resources they need to thrive. By aligning our impact measurement and reporting with GRI and IRIS+ standards, we reinforce our commitment to transparency, accountability, and meaningful social change.

This report details how 20Twenty's initiatives align with specific SDGs, highlighting the measurable impacts achieved and our ongoing commitment to making a meaningful difference in our clients' lives.





No Poverty

IMPACT: Providing accessible housing finance reduces poverty by increasing and protecting disposable income and fostering wealth creation. The unique financing model of 20Twenty, with its inflation-linked rates, enables individuals and families to build wealth over time. By offering loans that are both accessible and sustainable, 20Twenty allows borrowers to save money compared to traditional loans, resulting in predictable disposable income and reduced poverty. Given Namibia's history of long-term housing inflation outpacing the Consumer Price Index, achieving homeownership at a young age becomes a significant driver of wealth creation.

KPI: **Client Income (IRIS+ PI9409)**

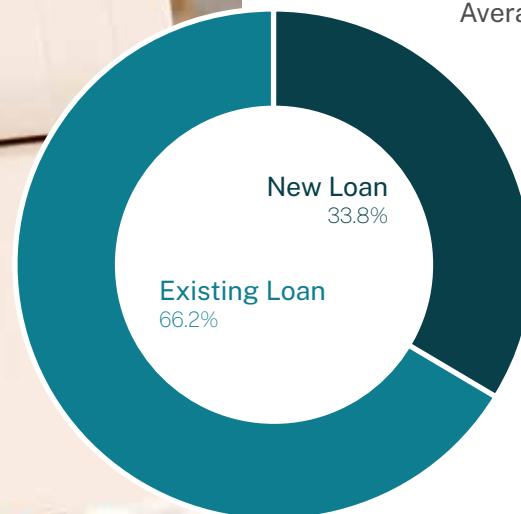
- Inclusive financing with 34% increased access to housing.

Client Protection Policies (IRIS+ PI6796)

- Life & Disability cover of 30% included in the model, at no additional cost.

Average Age of 38.53

Average Term 158 months



- **66.2%** of the total loan portfolio consists of **existing loans**, converting from traditional loans to 20Twenty, indicating that a majority of borrowers benefit from the more sustainable lower cost loan. This suggests strong client retention and sustained access to financing for those already in the system.
- **33.8%** of the portfolio consists of **new loans**, highlighting 20Twenty's ongoing efforts to expand access to housing finance and support new borrowers in securing homeownership.



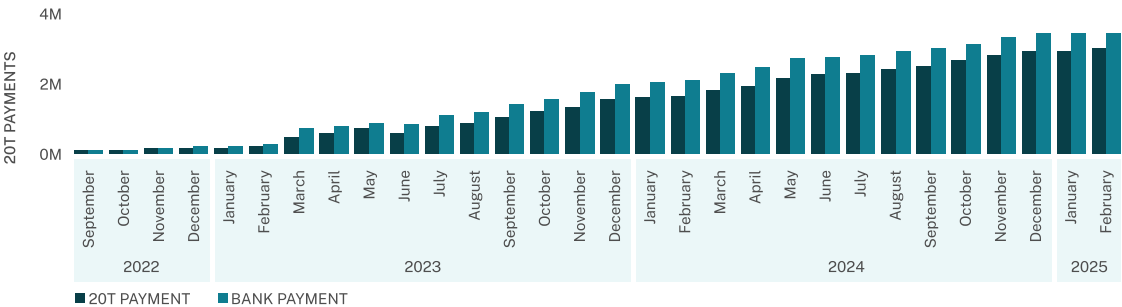
Good Health and Well-being

IMPACT: Financial stability reduces stress, improving mental health.

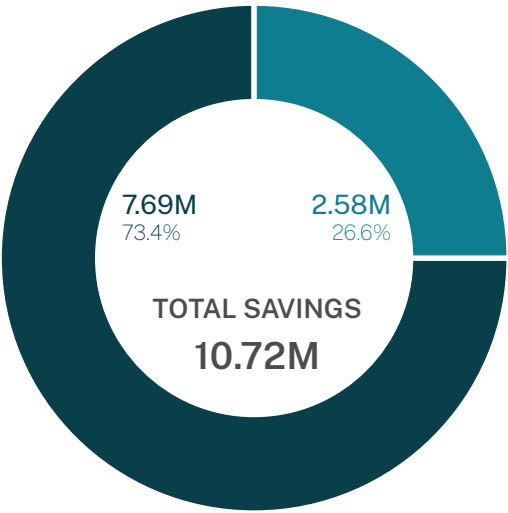
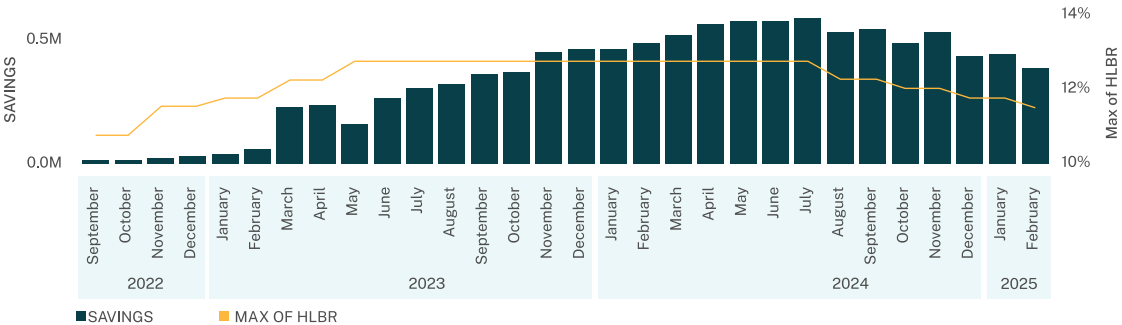
By offering loans with manageable repayment plans and lower interest rates, 20Twenty reduces the financial burden on borrowers. This reduction in financial stress can have significant positive effects on mental and physical health, contributing to overall well-being.

KPI: Savings Over Time

20TWENTY VS BANK PAYMENT OVER TIME



SAVINGS OVER TIME



LOAN SPLIT

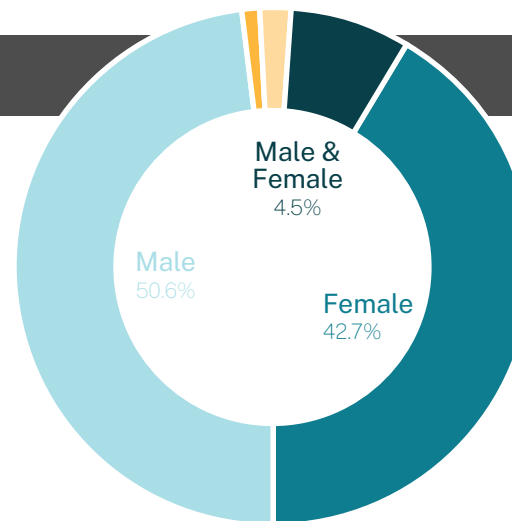
LOANTYPE

- NEW
- TAKEOVER

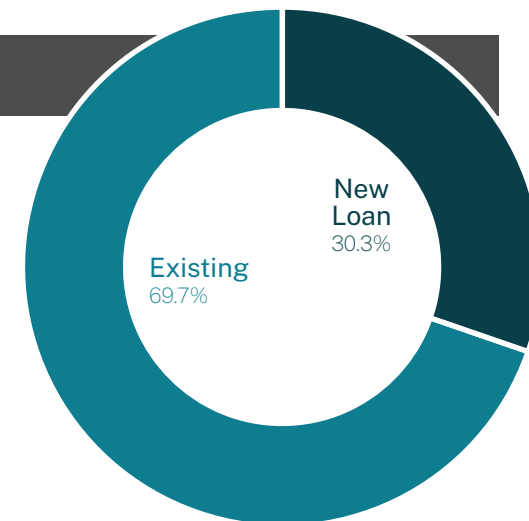


Gender Equality

IMPACT: Empowering women through accessible housing finance. A significant percentage of first-time homeowners financed by 20Twenty are women. By providing access to housing finance, 20Twenty empowers women, promoting gender equality and economic independence. Inclusive financing ensures women, who may otherwise face barriers in traditional banking systems, have equal opportunities.



LOAN COUNT BY GENDER



FEMALE MAIN APPLICANT ONLY

KPI: Percentage of female borrowers (IRIS+ PI3687).
 • Percentage of female first-time homeowners: 30%.



Decent Work and Economic Growth

IMPACT: Access to housing is a key driver of economic stability and growth. By providing more affordable housing options, 20Twenty supports **economic empowerment** and enables individuals and families to achieve financial security. Stable housing is critical for workers to maintain consistent employment, improve productivity, and foster a thriving workforce. Additionally, the development and financing of more affordable housing creates jobs in construction, real estate, and various related industries, contributing to **local economic growth**.

KPI: Number of Housing Units Financed (PI5965)
 • Number of housing financed: 178



Industrial, Innovation and Infrastructure

IMPACT: Providing Sustainable Debt

- **Sustainable Financing Solutions:** 20Twenty's inflation-linked home loans offer a sustainable financing option by shielding households from fluctuations in disposable income due to interest rate changes. This innovation allows borrowers to manage their finances better and adapt to economic shifts, creating a more stable financial environment compared to traditional fixed-term loans.

KPI: 20Twenty has zero non-performing loans, delivering more sustainable home financing and protecting the dignity of our clients.

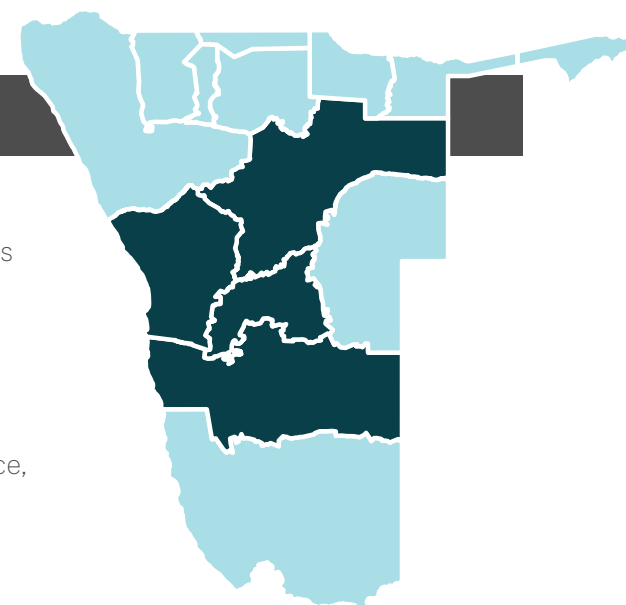


Reduced Inequalities

IMPACT: Access to Housing for First-Time Homeowners

- **Reducing Economic Inequality:** By offering financing to individuals and families who would otherwise not qualify for traditional home loans, 20Twenty helps reduce economic inequalities and establish stable family ecosystems. The initiative particularly benefits lower-income families and those in underserved communities, promoting social mobility and wealth creation.
- **Inclusive Financial Services:** 20Twenty ensures equal access to housing finance, offering financial services regardless of clients' background, race, or gender. This empowers previously excluded individuals and promotes greater financial inclusion within society.

- KPI:**
- Increased Namibian footprint - making housing accessible to Namibians.
 - Demographics: 34% of loans granted were to clients in this category (60 loans).
 - Average age: 40.
 - We expand homeownership opportunities by providing access to our housing loan to a diverse range of Namibians, which is made possible through partnerships with their participating employers.



FOOTPRINT IN NAMIBIA


Material Risks

20Twenty has identified the following material risks which may influence our impact objectives:



REGULATORY ENVIRONMENT:

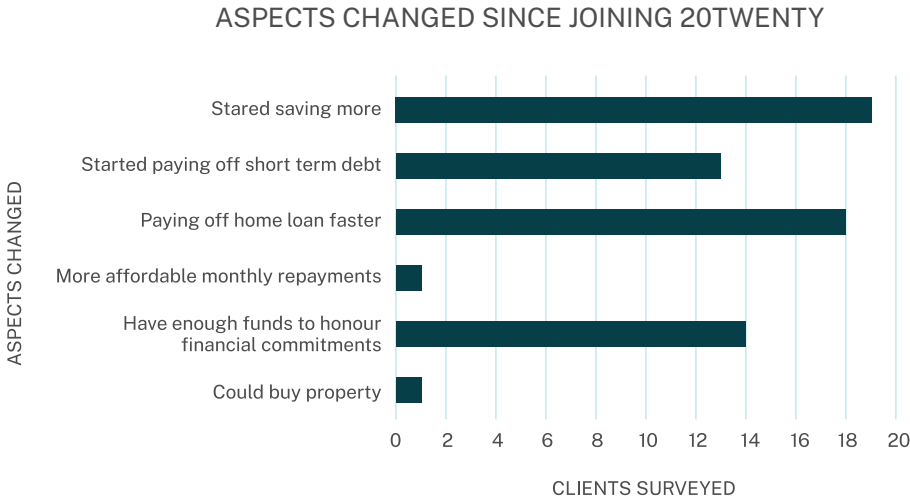
- Changes in housing finance regulations could affect programme implementation
- Social Impact Sustainability:
 - > Long-term sustainability of positive impacts depends on continued socio-economic stability.
- Data Quality and Measurement:
 - > Risk of incomplete or inaccurate impact data collection, particularly for indirect metrics like stress reduction and community stability.
 - > Challenges in standardising measurement methodologies across different impact dimensions.
 - > Evolving impact reporting requirements may necessitate methodology adjustments.
- Changes in Housing Finance Regulations:
 - > Potential shifts in lending rules, interest rate caps, or mortgage affordability criteria could impact programme implementation and 20Twenty's ability to offer competitive financing solutions.
- Namibia Consumer Price Index (NCPI) changed:
 - > Amendment to the calculation method or composition of the inflation basket could affect comparability of the impact of client's benefits measured over time.

A photograph of a smiling man with a beard and short dark hair, wearing a light pink t-shirt, carrying a young girl with curly hair on his shoulders. The girl is wearing a light green shirt and blue shorts. They are both smiling and looking towards the right. The background is a bright, slightly blurred outdoor setting.

Client Impact and Financial Well-being: **Survey Insights**

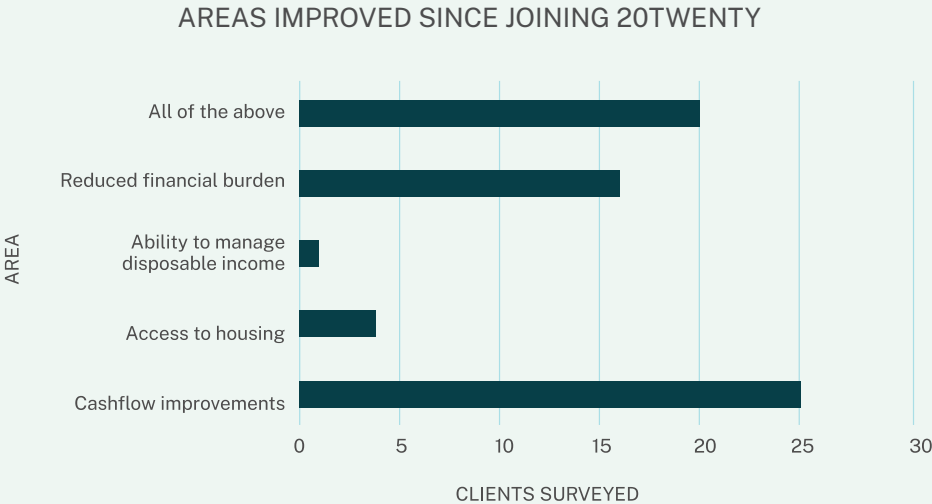
To better understand the impact of 20Twenty's services on its clients, a survey was conducted towards the end of 2024, to gather feedback on key areas of financial improvement. This survey aimed to assess how 20Twenty's offerings have influenced clients' financial well-being, their ability to manage day-to-day expenses, and their progress towards long-term financial goals. The insights drawn from this survey provide a clear picture of the value 20Twenty delivers to its clients.

Positive change highlights from the survey saw 20Twenty clients' experience improved cash flow management, debt reduction, and overall financial stability. These results not only demonstrate the tangible benefits of 20Twenty's services but also inform future strategies for enhancing client support and expanding financial empowerment.



The most common financial changes reported by clients include **starting to save more** (19 clients, 30.16%) and **paying off home loans faster** (18 clients, 28.57%), indicating that 20Twenty has made a substantial impact on clients’ ability to manage long-term financial goals. Additionally, **14 clients** (22.22%) have reported being able to honour their financial commitments, showcasing improved financial stability. Fewer clients reported improvements related to **buying property** (1 client, 1.59%) or **more affordable monthly repayments** (1 client, 1.59%), although these changes still highlight significant benefits.

These insights highlight how 20Twenty is positively affecting clients’ financial stability, with improvements in cash flow, debt management, and long-term savings. The data suggests that 20Twenty’s services are effectively supporting clients in achieving their financial goals and improving overall well-being.



The data reveals that the most significant improvement reported by clients is **cashflow improvement (25 clients, 42.37%)**, followed by **reduced financial burden (16 clients, 27.12%)**. Additionally, **20 clients (33.90%)** saw improvements across all areas, indicating the holistic impact of 20Twenty’s approach. **Access to housing** and the **ability to manage disposable income** were less frequently cited, with **4 clients (6.78%)** and **1 client (1.69%)**, respectively.

This highlights 20Twenty’s effectiveness in enhancing financial stability and managing cash flow for its clients.

Future Commitments

20Twenty is committed to continually improving our impact measurement and reporting practices. We will continue to build on the foundation laid out for the development of this inaugural impact report for all future impact reports.

For future impact reports, we aim to:


- Strengthen our alignment with international sustainability reporting frameworks
- Develop a Theory of Change to better articulate and validate our impact goals and approach
- Expand our stakeholder engagement process to inform the Theory of Change and gather comprehensive feedback from our clients
- Develop more detailed case studies to illustrate our impact journey
- Implement data collection methods for tracking long-term outcomes
- Provide for independent assurance/verification of our impact data as per the Theory of Change






20Twenty

Financial Solutions

Unit 7, Moth Centre, Windhoek, Namibia 

+264 (0)61 428 760 

www.20twenty.solutions 