People Operations at Mozilla Corporation: Scaling a Peer-to-Peer Global Community

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What are we going to discuss today?

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- why has this concept emerged?
- what is p2p lending and how it works?
- history
- commercial bank vs. p2p portal
- what if something goes wrong
- p2p market on Slovakia

- Q&A and discussion
Why has this concept emerged?

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- financial crisis
- online commerce trend
- investors want to choose their portfolio and define the risk by themselves
- bypassing the banking industry
- demand for refinancing of existing loans & credit cards

- Win - Win situation
What is p2p lending and how does it work?

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Investors

Investments

Monthly Payments

Borrower
History

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United Kingdom
Zoppa (520m GBP)
Funding Circle (267.5m GBP)
RateSetter (220.8m GBP)

United States
Lending Club (4,034m USD)
Prosper (1,000m USD)
Commercial bank vs p2p portal

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Commercial bank:
- usually low interest rates for investors
- high interest rates for borrowers
- high fees
- bureaucracy
- lack of flexibility

P2p portal:
- investors choose the interest rate
- lower rates for borrowers (in average)
- clear and fixed fees
- mostly online process
- easy access and control
- clear payment breakdown

+ regulated sector
+ traditional approach (personal contact)
+ complex services (bank account, etc.)
What is safe fund?

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- p2p portals make most of the profit from charging borrowers (4-7% from a loan principal)
- one part of this fee is "risk payment" directly sent to the safe fund

- this fund is then used to refund investors facing default of the borrower they invested in
peer 2 peer market in Slovakia

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4 p2p portals:

1. Plán B
2. Investuj - Požičaj
3. IsePankur
4. Žltý Melón