



# CIBN

DAILY NEWSLETTER



**THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA**  
(Incorporated in 1976 and Chartered by CIBN Act No.12 of 1990, now Act No. 5 of 2007)

## RE-LAUNCH of the CIBN MENTORING SCHEME

Theme:

**Mentoring: Unlocking Career  
Potentials & Possibilities**



**Mr. Bayo Olugbemi, FCIB**  
President/Chairman of Council  
CIBN  
*Chief Host*



**Mr. Lamido Yuguda**  
Director General  
Securities & Exchange Commission  
*Special Guest of Honour*



**Mr. Tijani M. Borodo, HCIB, FIOD**  
Fmr. Company Secretary  
FBN Holdings Plc  
*Special Guest of Honour*



**Mr. Nnamdi Okonkwo, FCIB**  
Former MD/CEO  
Fidelity Bank Plc  
Chairman, CIBN Mentoring  
Advisory Committee



**Mr. Seye Awojobi, FCIB**  
Registrar/Chief Executive  
CIBN  
*Host*



**Mrs. Nneka Okekearu**  
Deputy Director, Enterprise Development  
Centre, Pan Atlantic University  
*Guest Speaker*



**Mrs. Bukola Oluyadi**  
Ag. Group Head, Customer Value Management &  
Strategic Communication, Polaris Bank Ltd.  
*Moderator*



**John Obaro**  
Founder and CEO  
Systemspeccs  
*Panelist*



**Mrs. Low-Adesola Olujemisi Abidemi, HCIB**  
MD/ Head Financial Institution Africa  
Standard Chartered Bank Ltd.  
*Panelist*

**Date:** Thursday, February 18, 2021  
**Time:** 11.00am  
**Venue:** Virtual Platform (Zoom)



**Ms. Chinwe Egwim**  
Senior Economist,  
FBNQuest Merchant Bank  
*Panelist*



**Ms. Opeyemi Oduwole**  
Country Head, Private Banking  
Sterling Bank Plc  
*Panelist*

To register for the Webinar, click Link below:

[https://us02web.zoom.us/webinar/register/WN\\_9\\_6981CeSL2UgJw5vsMjaA](https://us02web.zoom.us/webinar/register/WN_9_6981CeSL2UgJw5vsMjaA)

*CIBN Mentoring Scheme:* • **Connect** • **Learn** • **Grow**



## Join the conversation... let your voice be heard

The discussion about the social advancement of Lagos State is taking place at Ehingbeti, the Lagos Economic Summit

It is a virtual conference from **February 16 -18, 2021**. Attend from the convenience of your home or office. Register to participate at [www.ehingbetisummit.com](http://www.ehingbetisummit.com)

Lagos, our home and workplace. Its advancement will boost our success.

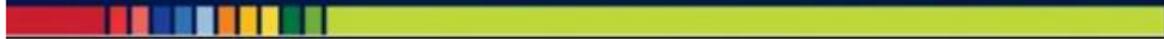
**#ehingbetisummit**

@ehingbetisummit

@ehingbeti2020

@ehingbetisummit2020

HOST Lagos Economic Summit Group



### **Naira gains slightly, exchanges for 473/\$**

The naira on Monday exchanged at 473/\$ at the parallel market, after trading at 477 the previous week. At the Investors & Exporters forex window, the naira hit a high of 422/\$ before closing at 390/\$. The Central Bank of Nigeria however maintained the official rate at 379/\$ on its website. At the recent Monetary Policy Committee meeting, the committee noted the CBN's effort at improving liquidity in the foreign exchange market.

[Read more+](#)

### **Access Bank Incentivises Customers**

Access Bank Plc has unveiled series of offers for its customers. The campaign which is tagged "It's a Love Thing," was the fifth edition and runs from February 10 to February 28, 2021. Speaking at the launch of the campaign, the Executive Director, Retail Banking, Access Bank Plc Victor Etuokwu, said, the Valentine season gave the bank an opportunity to show love to its customers and reward their loyalty for banking with us.

[Read more+](#)

### **Weighing the Ban on Cryptocurrency Transactions**

The Central Bank of Nigeria (CBN) recently directed banks and other financial institutions to close any accounts dealing in cryptocurrency or facilitating payment for cryptocurrency exchange, with immediate effect. It also directed banks to expose any individual and entity running such accounts, warning that failure to adhere to the directives would attract strict sanctions. The apex bank in the circular, cautioned deposit money banks (DMBs), non-bank financial institutions (NBFIs) and other financial institutions (OFIs) and members of the public on the risk associated with transactions in cryptocurrency.

[Read more+](#)

### **FCMB Introduces Interest-free Facility for SMEs**

First City Monument Bank (FCMB) has intensified its support to small and medium scale enterprises (SMEs) by providing interest-free loans of up to N5 million to entrepreneurs. The support, under the bank's SheVentures initiative, was designed for female-owned businesses for a period of three months. Last year, several female entrepreneurs across Nigeria and operating in various sectors, received loans ranging from N500,000.00 to N5million from the lender, at zero

interest rate, to grow their businesses.

[Read more..](#)

#### **AfDB to Support Women Entrepreneurs**

The African Development Bank's (AfDB) Affirmative Finance Action for Women in Africa (AFAWA) program has agreed a partnership with the African Guarantee Fund (AGF) to unlock \$1.3 to \$2 billion in loans to women-owned small and medium-sized enterprises (SMEs) in Africa, by working with financial institutions to enhance their ability to lend to women.

[Read more+](#)

#### **Fidelity Bank issues N41.21b Tier II Local Bonds**

Fidelity Bank Plc has issued 10-year N41.21 billion in fixed rate unsecured subordinated bond at a 8.5 per cent coupon rate due in 2031. The bond issuance, which was fully subscribed given that total investor interest and commitments in the bonds were N56.6 billion, adds to the portfolio of landmark transactions structured by the bank, and underscores its capacity to successfully execute debt capital market transactions.

[Read more](#)

#### **MARKET RATES: INTERBANK /PARALLEL**

<b>NGN</b>	<b>USD</b>	<b>GPB</b>	<b>EUR</b>
<b>16 FEB</b>	465 / 473	642 / 652	562 / 570
<b>15 FEB</b>	465 / 473	642 / 652	562 / 570
<b>12 FEB</b>	465 / 473	642 / 650	562 / 570
<b>11 FEB</b>	465 / 475	640 / 650	560 / 570

Source: CBN & Aboki fx

### **Stock investors gain N60bn as Seplat, 30 others rise**

Investors in the nation's stock market gained N60bn on Monday as Seplat Petroleum Development Company Plc and 30 other firms recorded price appreciation. The Nigerian Stock Exchange All-Share Index rose by 0.33 per cent to close at 40,571.67 basis points on Monday from 40,439.85bps on Friday. The market capitalisation of listed equities increased by N60bn to N21.22tn from the N21.16tn at which it closed last week.

[Read more+](#)

### **NIN: Hope PSBank begins free registration**

Hope PSBank, a subsidiary of Unified Payment Services Limited and Nigeria's premier digital-first bank, has started free National Identification Number (NIN) registration, including its customers in designated enrolment centres in its regional offices across the country and head office in Lagos. Hope PSBank has urged prospective enrollees to visit designated centres located at 52, Galadima Road, Water Board HQ, Jimeta, Yola; No 5, Awka Road, Onitsha; No 4, Civic Centre Road, Opposite Total Filling Station, Railway Station, Kano; Commerce House, No 1, Idowu Taylor Street, Victoria Island, Lagos; 108, Fajuyi Road, Asabi House, Opposite Adamasingba Stadium, Ibadan; Worlu Hall, Worlu Street, Off Olu Obasanjo, D Line, Port-Harcourt; Jinifa Plaza, Plot 1014, Samuel Ademulegun Avenue, Central Business District, Abuja; for registration.

[Read more+](#)

### **Equities rebound with broad rally**

More than two in every three transactions at the equities market ended in price appreciation as widespread bargain-hunting spurred the stock market to a rally, after losing N663 billion last week. Benchmark indices at the Nigerian Stock Exchange (NSE) showed average gain of 0.33 per cent, equivalent to net capital gain of N69 billion. The rally moderated the negative loss so far in February to -4.3 per cent and increased the positive average year-to-date return to 0.8 per cent.

[Read more+](#)

### **Nigeria's Broadband Subscriptions Decline By 89,940**

For the second consecutive month, broadband penetration in Nigeria declined in December 2020 as more Nigerians slipped out of fast-speed internet users. According to the data released by the Nigerian Communications Commission (NCC), broadband subscriptions dipped by 89,940 in the month.

[Read more+](#)

### **Gas supply increase raised power generation by 3,358MW – NNPC**

The Nigerian National Petroleum Corporation in its latest monthly operations report said the increase in gas supply to 789 million standard cubic feet, which was delivered to gas-fired power plants, led to the generation of 3,358 megawatts of electricity. Also, power sector performance updates seen at the Federal Ministry of Power in Abuja on Monday showed that the industry lost N11.4bn between February 1 and 13, 2021.

[Read more+](#)



Presents

## Legal and Regulatory Framework of Electronic Payment Systems

Date: February 23 – 24, 2021 Time: 10.00 am - 3:00 pm Venue: Virtual

### BACKGROUND

With the growing adoption of electronic payments especially due to the on-going pandemic, it is safe to say that Nigeria is gradually approaching the times of a cashless society.

It is therefore pertinent for financial service providers to be kept abreast of the legal guidelines, directives and framework of electronic payment systems as well as the complexities that come with the payment channel technology to ensure smooth operation of the payment system critical to an efficient transaction marketplace.

At the end of this program, participants will:

- ▶ Gain a contextual understanding on the need for regulation
- ▶ Be abreast of the legal and regulatory framework and laws guiding electronic payments
- ▶ Be able to utilize the legal and regulatory framework knowledge for an e-payment business advantage.
- ▶ Be able to Identify key legal issues that pose risks to achievement of business objectives

### COURSE MODULES

1. **Global Overview of E-Payment Systems Legal & Regulatory Landscape**
  - ▶ Regulatory Principles of the Nigeria Payment Systems (NPS)
  - ▶ Factors Influencing Payment System Regulation
  - ▶ Challenges of the NPS

2. **Key Legal & Regulatory Issues in E-Payment Transactions (Online/Offline)**
  - ▶ Case Study Review

3. **Impact of Emerging Technology on Regulation**
  - ▶ Regulation of New E-Payment Services in Nigeria.
  - ▶ Regulatory Technology: Reshaping Payment Systems.

4. **Best Practices to Harness Opportunities of the E-Payment Regulatory Environment.**

### TARGET AUDIENCE

Legal, Sales and Operations Staff in Commercial Banks and other financial Institutions.

### PARTICIPATION FEE

**N50,000**  
Per Participant

Registration of 5 or more participants from the same organisation attracts a 10% discount)

### FACULTY

The Training will be facilitated by a team of faculty with extensive exposure and experience in e-Payments.

### MODE OF PAYMENT

Payments should be made through Electronic Transfer, or cheque payment to:

The Chartered Institute of Bankers of Nigeria  
First Bank Ltd 2000607939  
Sort Code 011152439

For Registration, please visit:  
<https://bit.ly/frameworkofEPS>

Enquiries

Abiodun: 07061004819  
abiodunadeniran@cibng.org

NIBSS: 01- 2716089  
trainings@nibss-plc.com.ng





THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

P R E S E N T S

WORKSHOP/CCPD  
ON

## ENHANCED BANK PRODUCTS & CUSTOMER RELATIONSHIP MANAGEMENT



**Date:** February 19 2021  
**Time:** 10:00am-02:30pm  
**Channel:** Virtual learning (Online)

### OVERVIEW

There is no gain saying that following the outbreak of the Corona Virus pandemic, financial Institutions have greater responsibility to carefully evaluate their product offerings in relation to customers economic and social well-being.

Relationship with customer is as key as product offering. Customer Relationship Management (CRM) is necessary as a strategy to build long-lasting relationships with customers and increase revenues/profits. An effective CRM would convert potential customers to loyal customer and loyal customers to advocates of the Institution and its products.

It is therefore important for financial institutions to manage their product portfolio in response to the changing environment and customer needs, in addition to managing customer relationships effectively for achieving long-term profitability.

The Workshop is structured to enable participants enhanced their skills in product management, and adoption of modern customer-focused approach to services such that it positively impacts on marketing and customer satisfaction.

### EXPECTED PARTICIPANTS

The Workshop is targeted at the following staff:

Account and Relationship Officers/Managers, Tellers and Front Desk Officers, Business and Product Development Officers, Wealth Managers, Marketing staff, Branch/Business Leaders, Customer Service, Corporate Communication Staff, among others.

### LEARNING OBJECTIVES

At the end of the Course, participants should be able to:

- Understand major bank products and services
- Maximise the outcome of customer insight analysis to enhance their banks' products and services.
- Understand the concept of Customer Centricity and identify the different components of Customers Relationship management Plan. Identify how to create value for organisations and customers.
- Understand how to improve core business processes through CRM

### CONTENTS/MODULES

**MODULE 1:** Understanding Major Bank Products and Services

**MODULE 2:** Customer Insight Analysis and Bank Products Enhancement: Leveraging the Nexus

**MODULE 3:** The Magic of Effective Relationship Management and Customer Centricity

### EXPECTED PARTICIPANTS

The Workshop is targeted at the following staff:

Account and Relationship Officers/ Managers, Tellers and Front Desk Officers, Business and Product Development Officers, Wealth Managers, Marketing staff, Branch/Business Leaders, Customer Service, Corporate Communication Staff, among others.

### PROPOSED FEE

- Individual - N15,000
- Group of 3 - 9 - 10% Discount
- Group of 10 & Above - 20% Discount

**CCPD Points: 10 Credit Units**

**Registration Link:** <http://bit.ly/Enhancebankproductandcrm>

Payment should be made to the Institute through any of the following channels:

**Electronic Transfer/Cash/Cheque Deposit into CIBN Accounts**

Access Bank Pls - 0019395540 | Zenith Bank Plc - 1011016327 | First Bank of Nig. - 2000607939

**For nominations or further enquiries, please contact:**

**Peter:** 08028444550 - peterejeomo@cibng.org **Udochi:** 08127465565 - udochiunegbu@cibng.org



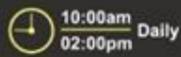
## Credit Administration & Loan Recovery in Banks and Other Financial Institutions



FEB.  
16-17  
2021



Virtual  
Learning  
Zoom



10:00am  
02:00pm Daily



### OVERVIEW

Credit Management and Loan Recovery are critical elements in the sustenance of every financial institution, especially at this time of uncertainty. They are the core functions that keep banks afloat as they remain instrumental to averting loan delinquency.

Regrettably, financial institutions, particularly banks, have been faced with the challenge of loan repayment defaults by their customers. This challenge is further exacerbated by the recent outbreak of the deadly corona virus, otherwise known as COVID 19, which has severely bruised economies across the world, including Nigeria, thus affecting loan repayments.

This sad development is a serious threat to banks' sustainability, therefore calls for an immediate intervention.

This programme is therefore designed to equip participants with the contemporary strategies and necessary skills required for effective credit management and loan collection for enhanced corporate performance and guaranteed results.

It is expected that the lessons learnt during the Training by participants, if adopted, would reduce loan default rate by customers to the acceptable level, thereby improving revenue for their institutions.

### LEARNING OUTCOMES

At the end of the Course, participants will

- Gain excellent understanding of Credit.
- Be able to identify early warning signals on possible bad loans, thereby guarding against them.
- Be equipped with the skills for addressing difficult loan collection cases as well as make the right decisions regarding credit collection
- Gain insight into effective strategies for loan recovery.

### COURSE OUTLINE

- **Module 1:** Introduction to Credit Administration and Loan Recovery
- **Module 2:** Early Warning Signals on Problematic Loan and Strategies for Averting Default
- **Module 3:** Mastering Loan Structuring and Restructuring
- **Module 4:** Ethical and Professional Issues in Credit Administration and Loan Collection
- **Module 5:** Credit Supervision, Monitoring and Review
- **Module 6:** Effective Loan Recovery Strategies and Remedies

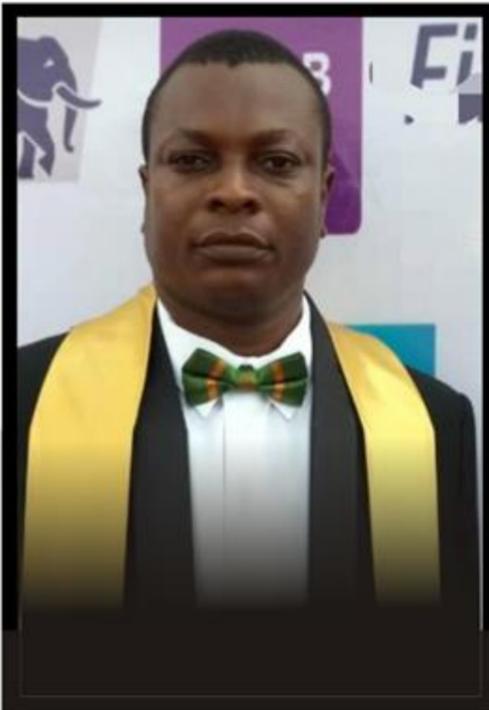
#### PARTICIPATION FEE

- N30,000 per participant
- N500,000 Corporate Slot of 20 Delegates

#### MODE OF PAYMENT

Payment should be made to the Institute through E-Transfer/Cash/ Cheque Deposit into CIBN Account: Zenith Bank Plc – 1011016327.

ENQUIRIES | Omolola - 08165356593 | omololaogunbanjo@cibng.org



## Transition

With total submission to the will of the Almighty God, we regret to announce the sudden death of our beloved Fellow,

**Rev. Abayomi Oluwafemi Coker, FCIB**

which occurred on Monday, February 8, 2021 after a brief illness at the age of 49.

Rev. Coker had a distinguished career in banking industry and held Senior Management positions including, Head, Treasury Trade Support and member, Hero of the next 100..., Union Bank of Nigeria Plc.

He was a committed Fellow of the Institute, he served as a member, Governing Council Committee on Membership Development Services (2018-2020) and was an esteemed member of the Union Bank of Nigeria Chapter of the Institute. He was such an amiable gentleman and would be sorely missed.

May his gentle soul rest in perfect peace (Amen)

His funeral rites will be announced by the family.



Nelson Olagundoye  
Head, Corporate Communication & ER

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### **CIBN INSURES ITS MEMBERS**

Kindly take advantage of the CIBN Group Life Insurance Scheme, a novel scheme which comes with a sum assured of N1,000,000 (one million naira). With this scheme, you can enjoy absolute peace of mind in the knowledge that the immediate needs of your loved ones will be taken care of in case of any eventuality. To enjoy this value added service, simply pay up your annual subscription and you will be automatically enrolled at no extra cost. For more details see the flyer below and/ or contact [damilolaodule@cibng.org/08150479363](mailto:damilolaodule@cibng.org)

Please note that this value added service is strictly for professional members who are 69 years and below.

## WHAT'S NEW?

**HEALTH & WELLNESS**

**520 new COVID-19 infections, five deaths reported across 18 states, FCT**

The Nigeria Centre for Disease Control has reported 520 new cases of COVID-19, bringing the total number of infected people in the country to 146,184. The NCDC disclosed this figure on its official Twitter handle in the early hours of Monday. The News Agency of Nigeria reported that with the 520 fresh cases in the

last 24 hours, Nigeria recorded the lowest single-day rise in its tally in one week. The health agency also registered five COVID-19 deaths due to complications from the virus, bringing the country's total death toll to 1,752.

[Read more+](#)

#### **COVID-19 kills over 98,000 in Africa as confirmed cases surpass 3.7m**

The Africa Centres for Disease Control and Prevention says more than 98,000 people have died from COVID-19 on the continent since the outbreak of the viral infection in December 2019. According to the Africa CDC in its latest update on Sunday, the continent has now recorded 3,740,297 COVID-19 cases, with 98,187 fatalities. The African Union health agency notes that out of the over 3.7 million cases that had been recorded on the continent so far, 3,280,893 recoveries had been reported.

[Read more+](#)

#### **SPORTS**



#### **Osaka reaches Australian Open semis**

World number three Naomi Osaka warned Tuesday that she's feeling confident and "at ease" after storming past Hsieh Su-wei in straight sets to book an Australian Open semi-final against either Serena Williams or Simona Halep. The Japanese three-time Grand Slam champion overcame the Taiwanese world number 71's unorthodox style 6-2, 6-2 in an all-Asian quarter-final at a crowd-less Rod Laver Arena.

[Read more+](#)

#### **Olympic medallist charged with running drug ring in Australia**

Midfielder Wilfred Ndidi has set a new record in the English Premier League after he made 19 ball recoveries in during Leicester City's 3-1 win over champions Liverpool on Saturday. The Nigerian, who was named the Man of the Match as the Foxes came back from a goal down to overcome the Reds, surpassed his 18 ball recoveries feat of last December against Tottenham Hotspur. It was Leicester's 14th Premier League win of the season – which elevated them to second in the table.

[Read more+](#)

*"Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, vision cleared, ambition inspired, and success achieved."*

**- Hellen Keller**

#### **GENERAL NEWS**



**JUST IN:**

**Bangladesh sentences five to death for killing U.S. blogger**

A court in Bangladesh sentenced to death five members of an Islamist militant group on Tuesday for killing a U.S. blogger critical of religious extremism six years ago. Avijit Roy, a U.S. citizen of Bangladeshi origin, was hacked to death here by machete-wielding assailants in February 2015 while returning home with his wife from a Dhaka book fair. His wife and fellow blogger Rafida Ahmed suffered head injuries and lost a finger.

[Read more+](#)

#### **Victorious Okonjo-Iweala Pledges to Rebrand, Reform WTO as DG**

Deji Elumoye, Chuks Okocha, James Emejo, Udora Orizu in Abuja, Obinna Chima and Dike Onwuamaeze in Lagos. With her emergence yesterday as the first African and first female to be the Director-General of the World Trade Organisation (WTO), Dr. Ngozi Okonjo-Iweala, unveiled her agenda, which include working with other members of the organisation in reforming and rebranding the global trade body.

[Read more+](#)

#### **Lekki Estate Residents List Conditions for Toll Gate Reopening**

Residents of estates around Lekki, under the aegis of Lekki Estates Residents and Stakeholders Association (LERSA), have given the Lagos State Government and Lekki Concession Company (LCC), managers of the Lekki/Epe Expressway, conditions for the re-opening of the Lekki Toll Gate. These were contained in a press statement issued on Sunday by the association, comprising over 80 estates and communities. In the statement signed by Olorogun James Emadoye and Mr. Gbemi Adelekan, LERSA President and Secretary-General respectively, the residents asked the state government and managers of the road to provide viable alternative roads to the tolled roads, implement round-figure fees at the toll and immediately improve the tolling system technology to guarantee free flow at the toll gates before commencement of tolling.

[Read more+](#)



CIBN DAILY HIGHLIGHT, 2020.

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