

2nd February 2021



CIBN

DAILY NEWSLETTER

Happy Birthday

ALHAJI AHMED MUSA DANGIWA, FCIB
MD/CEO, FMBN LIMITED

From all of us @



CIBN





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



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

CBN cancels commodity exchange privatisation, invests N50 billion

In the next 90 days, the Nigerian Commodity Exchange (NCX) will be repositioned to boost production of farmers. This will give farmers direct access directly to the buyers at the exchange as it eliminates arbitrage currently being enjoyed by middlemen.

[Read more+](#)

Stanbic IBTC Records N234bn Earnings, N83.2bn Profit after Tax

Stanbic IBTC Holdings Plc has reported a profit after tax (PAT) of N83.211 billion for the year ended December 31, 2020, showing an increase of 109 per cent compared to N75.035 billion in 2019. According to the unaudited results, Stanbic IBTC ended the year with gross earnings of N234.446 billion as against N233.808 billion in 2019. Impairment charges soared from N1.632 billion to N9.935 billion in 2020.

[Read more+](#)

Banks' non-performing loans rise to N1.5tn

The non-performing loans in the banking sector rose by N333bn as of the end of the third quarter of 2020 to N1.5tn at the end of 2020. These were as by statistics obtained by our correspondent from the Central Bank of Nigeria and the National Bureau of Statistics. The NBS's latest report on the banking sector revealed that the total amount of non-performing loans in Nigerian banks stood at N1.17tn as of Q3 2020.

[Read more+](#)

Zenith Bank Retains Nigeria's Most Valuable Banking Brand Position

Zenith Bank Plc. has again emerged as the Most Valuable Banking Brand in Nigeria in the Banker Magazine Top 500 Banking Brands 2021. For the fourth consecutive year, Zenith Bank has been ranked as the number one banking brand in Nigeria with a brand value of \$275 million, moving up two places from 392 in 2020 to 390 in the 2021 global ranking of banks. Notably, Zenith Bank is the only Nigerian bank among the first 400 banks in the global ranking.

[Read more](#)

Investors gain N1.13 trillion in January, as equities record early boom

Despite the prevailing economic downturn and the devastating effect of the COVID-19 crisis, the Nigerian stock market sustained eight consecutive months of bull-run from April 2020, even as investors' fortunes soared significantly by N1.130 trillion in January. For instance, the All-Share Index (ASI) gained 5.32 per cent to close on January 29, 2021, at 42,412.66 basis points from 40,270.72 points at which it opened for the year.

[Read more+](#)

Dollar hovers near seven-week high after boost from euro selloff

The dollar hovered near a seven-week high on Tuesday, largely benefiting from a euro selloff overnight after coronavirus lockdowns choked consumer spending in Europe's biggest economy. The euro sank the most in 2-1/2 weeks on Monday after data showed German retail sales plunged by more than forecast in December, with the continent still struggling with vaccine rollouts.

[Read more](#)

MARKET RATES: INTERBANK /PARALLEL

NGN	USD	GPB	EUR
2 FEB	473 / 480	642 / 652	575 / 580
1 FEB	474 / 480	642 / 652	575 / 580
29 JAN	473 / 478	640 / 650	575 / 580

BUSINESS NEWS

Unions, groups seek \$112.8 billion in U.S. transportation assistance

Unions and trade groups are seeking at least \$112.8 billion in additional government assistance to rescue the struggling U.S. transport sector hit hard by the collapse in travel demand because of the COVID-19 pandemic, according to a Reuters review of funding requests.

[Read more+](#)

Stakeholders seek govt's support for leather industry

Leather industry stakeholders who attended the Southsouth Leather Industry Exchange (SSE) virtual forum have called for efforts in the development of policies between governments and the private sector. The event organised by the Centre for Business Innovation & Training (CBiT), in collaboration with a consortium of national leather associations, had as its theme 'Advancing Africa's leather industry through southsouth collaboration'.

[Read more+](#)

NNPC Recommits to Transparent Operations

The Nigerian National Petroleum Corporation (NNPC) has once more expressed its commitment to moving the national oil company from its opaque past towards a more transparent global organisation. Speaking when he received the "Government Agency of the Year 2020 (Transparency)" from the New Telegraph Newspaper, the Group Managing Director of the NNPC, Mallam Mele Kyari, said the company had since realised that it pays to be transparent and accountable at all times.

[Read more+](#)

DisCos stifling competition in power sector despite poor performance

Electricity Distribution Companies (DisCos) are averse to any discussion around breaking their monopoly in the power sector despite poor electricity supply in different parts of the country. DisCos have kicked against granting of licenses to companies or communities with interest in procuring the Independent Electricity Distribution Network (IEDN) and even resolved to sue whoever is involved in what they have described as network encroachment.

[Read more+](#)

MultiChoice rules out pay-as-go subscription option

MultiChoice Nigeria has ruled out the possibility of implementing pay-as-go in the pay television industry in the country. It said such a subscription model would neither work for its DStv nor its GOtv services. It explained, however, that the pay-per-view option is very expensive.

[Read more+](#)

Transition

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

Dr. (Mrs) Roseline Oluwatoyin Oluitan, FCIB

which occurred on Sunday, 24th January, 2021 after a brief illness at the age of 58.

Dr. Oluitan was an erudite scholar and a thoroughbred professional. She had a distinguished career in the Banking Industry as well as in Public Service and held several Senior Management positions. Until her demise, she was the Head, Banking and Finance Department, Lagos State University, Ojo, Lagos State.

She was a committed Fellow of the Institute, she served as an Examiner, Practice of Banking and was an esteemed member of the Lagos State Branch of the Institute.

May her gentle soul rest in perfect peace (Amen)
Her funeral rites have been scheduled as follows:

Tuesday, February 9, 2021 Time: 4pm - 6pm prompt
Service of songs at Apata Memorial School, Ire Akari Estate Isolo

Thursday February 11, 2021 Time: 4pm - 6pm prompt
Christian Wake at Apata Memorial School, Ire Akari Estate Isolo

Friday, February 12, 2021 Time: 9am - 10am
Burial Service at Tunde Jaiyesimi Close, Ire Akari Estate Isolo

Interment at Ikoyi Vaults and Garden but strictly for family members only
Members are encouraged to join any of the activities to show their last respect.
Please accept the assurances of our highest regards

Nelson Olagundoye, Head, Corporate Communication & ER



THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA



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

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

WHAT'S NEW?

HEALTH & WELLNESS



Nigeria expects 16m doses of COVID-19 vaccine this month -NPHCDA

The Executive Director of the National Primary Health Care Development Agency, Faissal Shuaib, says Nigeria is expecting 16 million doses of Astrazeneca vaccine this month. This, he said, would replace the 100,000 Pfizer vaccine earlier being expected. Shuaib said, "The African Union Commission through the African Vaccine Acquisition Task Team portfolio, has approved approximately 41m doses of a combination of Pfizer/BioNTech, AstraZeneca and Johnson & Johnson COVID-19 vaccines in March/April 2021.

[Read more+](#)

75 health workers contract COVID-19

The Director-General, Nigeria Centre for Disease Control, Dr. Chikwe Ihekweazu, said 75 health workers contracted the coronavirus last week, while the nation recorded 27 deaths from the disease in a single day. Ihekweazu consequently urged health workers to maintain “a high index of suspicion at all times.” Ihekweazu stated, “Last week, we recorded 27 deaths in a single day. Every death recorded is a tragic occurrence and our health workers are working extremely hard to prevent this. “In the last one week, 75 health care workers were infected, but we can reduce this risk.

[Read more+](#)

SPORTS



Access Bank Lagos City Marathon moved to April 10

This year’s edition of the Access Bank Lagos City Marathon earlier slated for February 13, has now been shifted till April 10, the organisers disclosed yesterday. Last week, the Nilayo Sports Management Chief Executive Officer, Bukola Olopade, stated that the number of athletes taking part in the 2021 event was reduced from its usual 100,000 runners to 300 to stay within the regulatory procedure of the COVID-19 pandemic.

[Read more+](#)

Inter Milan battle Juventus in Coppa Italia final

Coppa Italia is back today with a semi-final tie between rivals, Inter Milan and Juventus Turin. Ronaldo’s team will have to do without Paulo Dybala, while on Inter side, both Romero Lukaku and Lautaro Martínez will be eager to come out on top. The match will air live in HD on StarTimes’ World Football channel at 8:45 pm. Both clubs have emerged victorious against the other at the semi-final stage twice, with Inter winning the last two encounters (in 2003/4 and 2015/16) on penalties – even overcoming a 3-0 defeat from the first leg in 2016.

[Read more+](#)

“The world is not moved only by the mighty shoves of the heroes, but also by the aggregate of the tiny pushes of each honest worker.”

- Helen Keller



JUST IN:

Minister, stakeholders brainstorm on economic recovery, growth

The Federal Government has restated its commitment to facilitate economic recovery and stimulate development. Minister of Finance, Budget and National Planning, Mrs. Zainab Shamsuna Ahmed, gave the hint yesterday at PricewaterhouseCoopers (PwC) Nigeria's executive roundtable on the Finance Act 2020 and Economic Outlook for 2021.

[Read more+](#)

U.S. donates field hospital in continuous partnership with Nigeria

The United States government has donated a field hospital to the Federal Ministry of Health in Jabi, Abuja towards its contribution against the spread of COVID-19 in Nigeria. In celebration of 60 years of health partnership in Nigeria, the \$1.3 million project serves as a link between the U.S. and Nigeria to improve the health; safety and security of the citizens and to safely isolate and treat confirmed cases of the virus.

[Read more+](#)

Appointment of New IG Awaits Buhari's Return from Daura

President Muhammadu Buhari is expected to take a decision on who will be the next Inspector-General of Police (IG) any time from today when he returns from his trip to his hometown, Daura, Katsina State, it was learnt yesterday. A top presidency official confided in THISDAY that the incumbent, Mr. Mohammed Adamu, who was billed to retire yesterday after 35 years of service, would have to continue in office pending when a new appointment is made to fill the position.

[Read more+](#)



CIBN DAILY HIGHLIGHT, 2020.

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070034252426, 01 - 4610655 , 01- 4617924

PC 19, Adeola Hopewell Street, Bankers House, Victoria Island Lagos, Nigeria

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