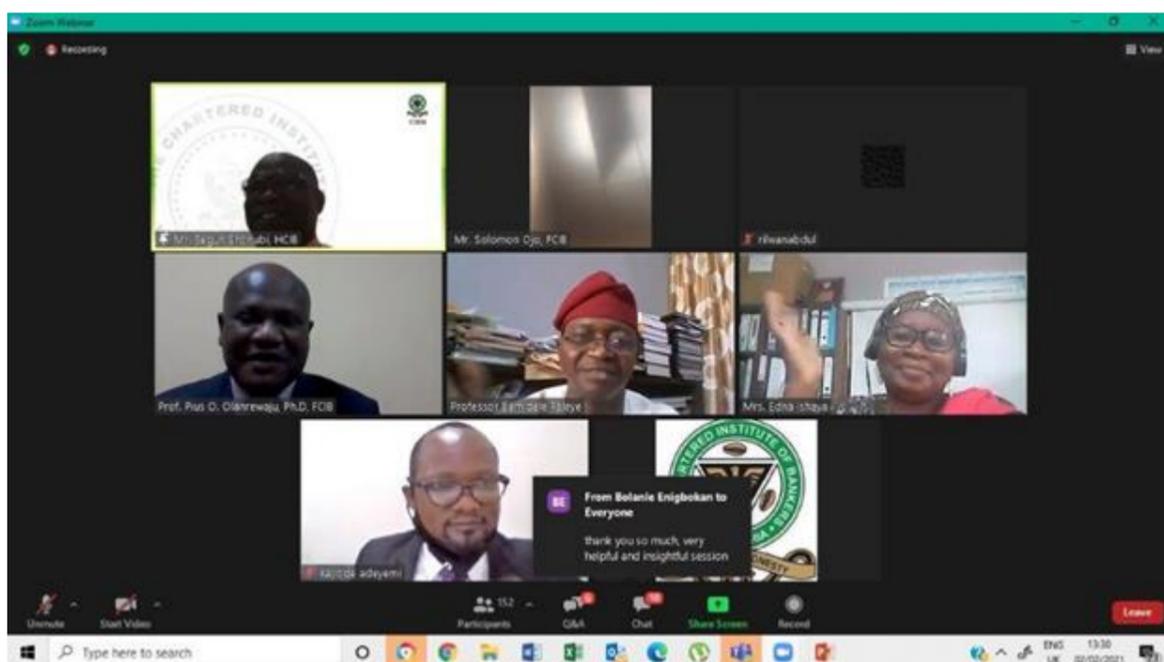
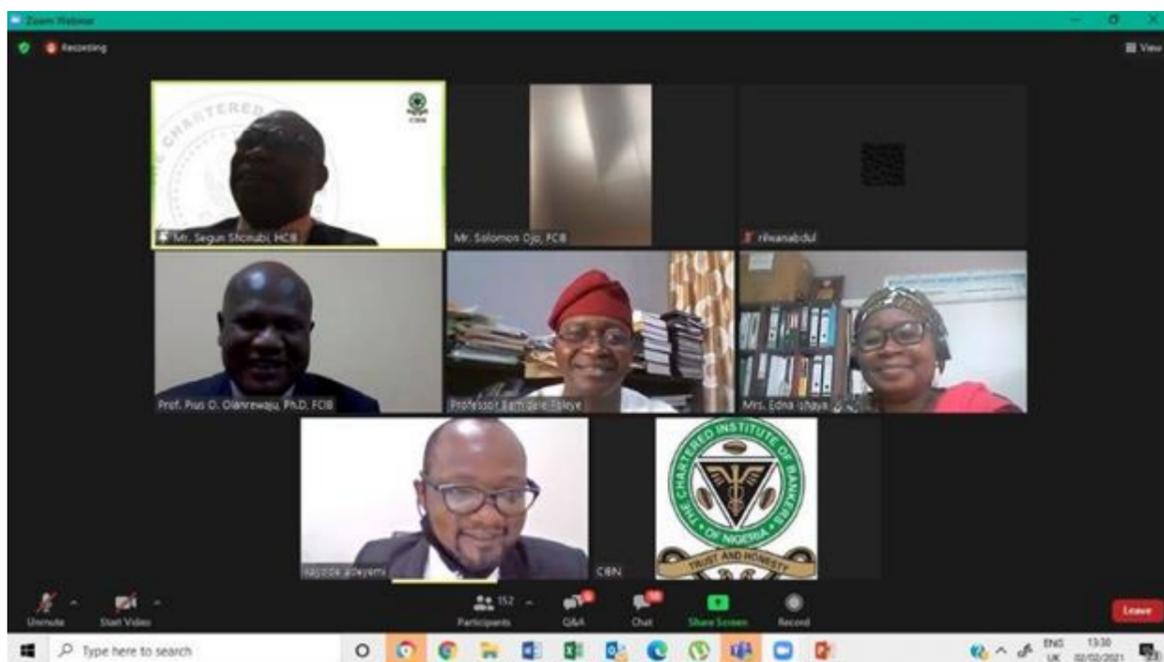




**PHOTOS FROM THE 4TH EDITION OF THE WORKSHOP FOR EXAMINERS ON
COMPUTER BASED TESTING (CBT) WHICH HELD VIRTUALLY YESTERDAY, FEBRUARY 2,
2020**



**Happy
Birthday**



MR. EBENEZER ONYEAGWU, FCIB
MD/CEO, Zenith Bank Plc

From all of us @



CIBN

CBN's Interventions Bolster Hope Of Economic Rebound

Given that almost on the eve of its last meeting for last year, the National Bureau of Statistics' (NBS) released Q3'20 Gross Domestic Data (GDP) numbers, which confirmed that the economy had slid into a second recession in five years, having recorded negative growth of 6.10per cent and 3.62 per cent in Q2 and Q3'20 respectively, the Monetary Policy Committee (MPC) of the Central Bank of Nigeria (CBN) had been widely expected to announce additional pro-growth measures.

[Read more+](#)

Investors In Bank Stocks Gain N220bn

Shareholders in banks quoted on the main and premium boards of the nation's stock market recorded a cumulative gain of about N220 billion during the first month of 2021 following positive market sentiments witnessed during the month. Checks by New Telegraph revealed that the stocks recorded gain of N220 billion or 7.92 per cent to close at N2.997 trillion in market capitalisation on the last trading day of the month as against opening figure of N2.777 trillion at the beginning of trading on January 4, 2020.

[Read more+](#)

Inflation, Weak Naira Threaten CBN's Economic Growth Efforts

The surge in Nigeria's inflation, as well as weak naira may pose a challenge for the Central Bank of Nigeria's (CBN) efforts to boost economic growth, analysts at Cowry Asset Management Limited have said. The analysts, who stated this in a report obtained by New Telegraph yesterday, warned that the profits of firms may be negatively impacted if the apex bank's pro-growth policy measures are derailed by the increase in inflation and a devalued naira. As the analysts put it, "efforts by CBN to support output growth via its expansionary policies may be countered by rising inflation and depreciation of the local currency, and this may negatively impact profits of corporates."

[Read more+](#)



'Naira depreciation increases cost-input pressures, weakens production'

Notwithstanding the challenges of access to foreign exchange (forex) for importation of raw materials, local manufacturers have stated that a favourable exchange regime and a stronger currency, presents a good omen for improving manufacturing production. According to the Manufacturers Association of Nigeria (MAN), the depreciation in value of the Naira reduces manufacturing production, as observed in the various foreign exchange crises, adding that high cost of import bill for the productive inputs decreases working capital and feeds into commodities prices, thereby making the sector less competitive.

[Read more](#)

How Stanbic IBTC is Empowering Female-led Startups

Michelle Obama, the former United States first lady, once said: "No country can ever truly flourish if it stifles the potential of its women and deprives itself of the contributions of half of its citizens." This speaks to the incredible potential that can be brought to bear in a society that promotes female tech-led initiatives. Stanbic IBTC, known for its commitment to driving Africa's growth, is focused on fostering inclusive education, the empowerment of small and medium scale enterprises, and gender equality.

[Read more](#)

Experts highlight strengths of Finance Act 2020

Experts have suggested that the changes in the Finance Act 2020 would boost economic activities and create relief for Nigerian businesses. They took this position at the executive roundtable on the Finance Act 2020 and Economic Outlook for 2021 organised by PwC Nigeria. The virtual event held on Monday was targeted at CEOs, senior executives and medium and small scale enterprises (MSME). It focused on the impact of changes on the Finance Act and other government policies on businesses and taxpayers.

[Read more+](#)

MARKET RATES: INTERBANK /PARALLEL

NGN	USD	GPB	EUR
3 FEB	473 / 480	642 / 655	575 / 580
2 FEB	474 / 480	642 / 655	575 / 580
1 FEB	473 / 480	642 / 655	575 / 580
29 JAN	474 / 480	642 / 652	575 / 580

Source: CBN & Aboki fx

Union Bank asks court to stop release of N1.65b to Union Homes, Aso Savings

Union Bank of Nigeria (UBN) Plc yesterday asked the Court of Appeal in Lagos to restrain two firms – Union Homes Savings and Loans and Aso Savings and Loans – from tampering with its N1.65 billion in the custody of First City Monument Bank Ltd. It said the money belonged to its depositors, but the Economic and Financial Crimes Commission (EFCC), despite a judgment in Union Bank’s favour and pending appeal, compelled it to issue bank drafts for N1.65 billion, now deposited with FCMB.

[Read more+](#)

Making money from cassava stems

Cassava is a staple crop and a source of income. But while many farmers appreciate the benefits of planting improved breeds, some do not have enough cuttings at the beginning of the planting season. However, making these stem cuttings available has become a source of wealth for a few farmers. A big time cassava farmer told The Nation that he made N17 million from stems’ sale. He started small, and grew big. Today, he is ranked as one of the leading cassava seeds multiplier. Farming has given him a life he had never imagined.

[Read more+](#)

Renaissance Capital Foresees N429/\$1 by Year-end

Renaissance Capital, a research and financial advisory company has predicted that the naira exchange rate will depreciate to N429/\$1 on the investors and exporters’ window before the end of this year, compared with the N398/\$1 it was at the end of 2020. The firm stated this in a report titled: “Sub-Saharan Africa in 2021 – A weak start,” that was obtained yesterday. It expressed concern over what it described as Nigeria’s “authorities’ fixation on a stable and overvalued naira and the government’s enormous fiscal constraints.”

[Read more+](#)

Nigeria, others account for 89.2% of 2020 Africa’s startup investments

Four countries including Nigeria, Kenya, South Africa, and Egypt were the biggest on the continent when it comes to funding, accounting for 77 per cent of funded startups, and 89.2 per cent of total investment in 2020. The yearly African Tech Startups Funding Report 2020, released by startup news and research portal, Disrupt Africa, has disclosed.

[Read more+](#)

Oil price rises above \$57, highest in 12 months

The international oil benchmark, Brent crude, rose more than two per cent on Tuesday, hitting a 12-month high after major crude producers showed they were reining in output roughly in line with their commitments. Brent crude, against which Nigeria’s oil is priced, was up \$1.27, or 2.3 per cent, at \$57.62 a barrel by 1320 GMT, its third straight day of gains and the highest levels since late February last year, according to Reuters. The United States benchmark, West Texas Intermediate, gained \$1.2, or 2.2 per cent, to \$54.75, a level last seen in early March 2020.

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CIBN NEWS & UPCOMING EVENTS



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 Plc - 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

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



COVID-19 vaccination and discordant tunes in govt circles

Secretary to the Government of Federation and Chairman, Presidential Task Force on COVID-19, Mr. Boss Mu January, lamented the sheer volume of misinformation on COVID-19 vaccine in Nigeria. Mustapha, while spe warned that misinformation about COVID-19 was capable of affecting how Nigerians conduct themselves wh

[Read more+](#)

Nigeria to procure 80m doses of COVID-19 vaccines –Fayemi

Chairman of the Nigeria Governors' Forum and Ekiti State Governor, Dr. Kayode Fayemi, on Tuesday, revealed 19 vaccines would soon be available in the country, to immunise 40 per cent of the population this year. This put in place to stem the tide of the deadly virus this year, adding that another batch of 60 million doses woul

[Read more+](#)

SPORTS



Italian Cup: Ronaldo double gives Juventus edge over Inter

Cristiano Ronaldo scored twice as Juventus came from behind to beat Inter Milan 2-1 at the San Siro in their Italian Cup semi-final first leg on Tuesday. Record 13-time winners Juve will be favourites to reach a sixth final in seven years when they bid to complete the job in the return game in Turin next Tuesday. "This is just the first leg, we haven't achieved anything yet," Juventus coach Andrea Pirlo told RAI Sport.

[Read more+](#)

Man Utd equal record with nine-goal blitz, Arsenal lose at Wolves

Manchester United equalled the biggest win in Premier League history as they crushed nine-man Southampton 9-0, while Arsenal had two players sent off in their defeat at Wolves on Tuesday. Rampant United scored four times in the first half after Southampton's teenage midfielder Alexandre Jankewitz was dismissed in the second minute at Old Trafford. Ole Gunnar Solskjaer's side hit five more after the break, tying them with Leicester's 9-0 win at Southampton in 2019 and

United's own 9-0 victory against Ipswich in 1995.

[Read more+](#)

"If something is important enough, even if the odds are stacked against you, you should still do it."

- Elon Musk

GENERAL NEWS



JUST IN:

Poor Nigerians'll increase by 15 million soon – World Bank

Nigeria needs to implement key reforms in order to get the economy out of the current doldrums and achieve sustainable inclusive growth, the World Bank and the Chairman of the Presidential Economic Advisory Council, Dr Doyin Salami, have said. They said this on Tuesday at the virtual launch of the 2021 Macroeconomic Outlook of the Nigerian Economic Summit Group, a private sector-led think-tank. At the forum, the World Bank said its estimates show that between 15 million and 20 million Nigerians will join the poverty rank by 2022.

[Read more+](#)

EFCC seeks transfer of Kalu's trial to Lagos

Planned re-arraignment of former governor of Abia State, Senator Orji Uzor Kalu, before Justice I. E. Ekwo of the Federal High Court, Abuja, yesterday, could not proceed following objection raised by the prosecuting Economic and Financial Crimes Commission, (EFCC). Director (Legal and Prosecution) of EFCC, Chile Okoroma, appearing for the prosecution, informed the court that the anti-graft agency had written to the chief judge of the Federal High Court requesting that the case be transferred to Lagos Division of the Federal High Court, which he argued has jurisdiction to entertain the matter.

[Read more+](#)

Russia, China vaccines must 'show data' for EU approval

European Commission chief Ursula von der Leyen said Tuesday that coronavirus vaccines from Russia and China could be approved for use in the bloc if they "show all the data", lawmakers told AFP. Her remarks came as the EU faces criticism over a slow vaccination roll-out across the 27 nation bloc as supply shortfalls have hampered deliveries.

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CIBN DAILY HIGHLIGHT, 2020.

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