



CIBN

DAILY NEWSLETTER



THE CHARTERED INSTITUTE
OF BANKERS OF NIGERIA

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

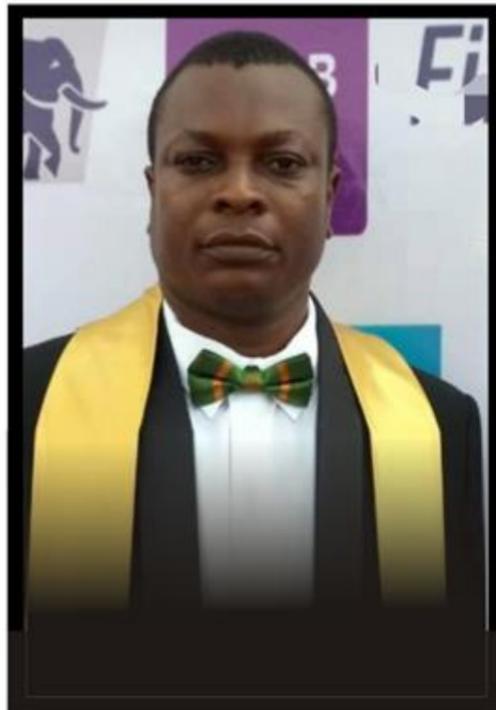
Registration Link: <http://bit.ly/Enhancebankproductandcrm>

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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,

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

THE CHARTERED INSTITUTE OF BANKERS OF NIGERIA

CBN sticks to unpopular option on digital currency

Exchanges and investors in cryptocurrencies have started reviewing their business strategies as the Central Bank of Nigeria (CBN) sticks to its gun, saying its restriction of transaction in the digital assets is in the interest of the country and parties involved.

[Read more+](#)

IMF rules out Nigeria's full economic recovery before 2022

Nigeria's recovery from the impact of the COVID-19 is expected to be weak and gradual under current policies, the International Monetary Fund said on Monday. The IMF also stated that the country's real Gross Domestic Product is expected to recover to its pre-pandemic level only in 2022. It stated in its report titled 'IMF executive board concludes 2020 Article IV consultation with Nigeria' that real GDP growth in 2021 was expected to turn positive at 1.5 per cent.

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2.85 million farmers benefitted from anchor borrowers programme – CBN

About 2.85 million farmers benefitted from the Anchor Borrowers Programme from the inception of the scheme to the end of 2020. According to figures obtained from the Central Bank of Nigeria on Monday, N554.63bn had been disbursed, of which N61.02bn was allocated to 359,370 dry season farmers. The CBN also stated in its last October monthly report that under the Anchor Borrowers Programme, the sum of N1.9bn was disbursed to 2,521 farmers to cultivate 8,963 hectares of land through three participating financial institutions.

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E-payment transactions rise by 50.3%, hit N162.95tn

The value of transactions via digital payment platforms – Nigeria Interbank Settlement System Instant Payment System and Point of Sales terminals – rose to N162.95tn from January to December in 2020. The two platforms recorded a 50.3 per cent growth in value of payments when compared to an aggregate of N108.42tn in the corresponding period in 2019. A breakdown of data obtained from Nigeria Interbank Settlement System showed that NIP grossed N158.22tn from January to December 2020 while PoS deals were worth N4.73tn during the same period.

[Read more..](#)

Banks begin closure of Cryptocurrency accounts

The cryptocurrency traders have commenced offline operations outside approved exchange platforms following the Central Bank of Nigeria (CBN) directive that banks close their accounts. The founder and lead, Cryptopreacher Blockchain Academy, Rume Ophi, yesterday, said commercial banks had notified cryptocurrency traders about the CBN's directive and subsequent account closure.

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Moghalu faults CBN on Cryptocurrency ban

A former Deputy Governor of the Central Bank of Nigeria (CBN), Prof Kingsley Moghalu, yesterday faulted the Central Bank of Nigeria (CBN) over its blanket ban on trading on cryptocurrency. According to him, instead of the kneejerk "reactionary" step of the apex bank, it ought to have engaged in deep thinking and be more innovative to be at the front of the curve. Moghalu, who was in charge of Financial System Stability, at the CBN, told Arise Tv in an interview, that during his time at the apex bank, there were a lot of innovations about how to ensure the stability of the financial system.

[Read more](#)

MARKET RATES: INTERBANK /PARALLEL

NGN	USD	GPB	EUR
9 FEB	474 / 480	645 / 655	565 / 575
8 FEB	474 / 480	645 / 655	565 / 575
5 FEB	474 / 480	645 / 655	567 / 578
4 FEB	474 / 480	645 / 655	575 / 580

Source: CBN & Aboki fx

AfDB to promote youth enterprise bank, says Adesina

President of the African Development Bank, Dr Akinwumi Adesina, has disclosed plans to establish a youth entrepreneurship investment bank for young Africans. Adesina disclosed this in statement on Monday during a zoom meeting where he was honoured as the outgoing holder of the African Leadership Magazine's African of the Year Award. The AfDB boss said he did not believe in 'empowerment of youths' as he sees youths as assets that can develop fintech and digital economy in Africa.

[Read more+](#)

Tesla supercharges bitcoin, Brent barrels above \$60

Bitcoin hit a record high near \$45,000 Monday after Elon Musk's electric carmaker Tesla invested \$1.5 billion in the digital currency. Meanwhile, the benchmark oil contract Brent North Sea rose above \$60 per barrel to hit the highest level since the coronavirus pandemic began to spread globally almost a year ago.

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Petrol landing cost rises to N180, oil crosses \$60

The landing cost of Premium Motor Spirit (petrol) imported into the country has risen by 13.34 per cent in one month to about N180 per litre on the back of the increase in global oil prices. Crude oil price accounts for a large chunk of the final cost of petrol, and the deregulation of petrol price by the Federal Government last year means that the pump price of the product will reflect changes in the international oil market.

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Sterling Bank, Mercy Corps to train 90,000 farmers

Sterling Bank Plc says it has entered into a partnership with Mercy Corps to train more than 90,000 farmers on better agricultural practices to improve output and grow the sector. In a statement on Monday titled 'Sterling Bank partners Mercy Corps, to train 90,000 rural farmers', it said this was part of efforts to improve agriculture in Nigeria. It stated that the programme tagged, 'Feed the future Nigeria rural resilience activity is a five-year programme funded by United States Agency for International Development, under the USAID's Feed the Future Project.

[Read more+](#)

Firm, ministry, BoI partner on SME development

A consumer goods company, P&G, has said it is partnering with the Federal Ministry of Industry, Trade and Investment, and the Bank of Industry on small and medium-scale entrepreneurs development. It said in a statement on Monday that it would partner to launch the 2021 P&G – BoI SME Academy, as part of efforts to enhance the capabilities of SMEs in Nigeria.

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WHAT'S NEW?

HEALTH & WELLNESS

WHO admits Nigerian-made COVID-19 vaccine on draft list -Researcher

The COVID-19 candidate vaccine developed by Nigerian researchers has been listed on the World Health Organisation draft landscape of COVID-19 candidate vaccines. The team lead of

the vaccine candidate research, Dr. Oladipo Kolawole, who is also a lecturer at the Adeleke University, Ede, on Monday, disclosed this in an interview with our correspondent. Kolawole said the research was carried out at the Helix Biogen Consult, Ogbomoso, Oyo state.

[Read more+](#)

AU allocates 42m vaccine doses to Nigeria, CACOVID donates oxygen

Nigeria will soon receive over 42 million doses of COVID-19 vaccines that will cover an estimated 45 per cent of the country's population, the Federal Government said on Monday. The government said Nigeria subscribed to two multilateral vaccine access platforms; the first being the COVAX facility that will supply members, including Nigeria, vaccines free to cover 20 per cent of the population. The Minister of Health, Dr. Osagie Ehanire, said these in Abuja during the weekly press briefing of the Presidential Task Force on COVID-19.

[Read more+](#)

SPORTS



Suarez strikes twice but Atletico stumble against Celta

Atletico Madrid slipped up in La Liga for the first time in nine games on Monday as Celta Vigo snatched a late equaliser to deliver a ray of hope to Barcelona and Real Madrid. Luis Suarez scored twice at the Wanda Metropolitano to overturn Santi Mina's opener for Celta, with Atletico on course to restore their 10-point lead at the top of the table.

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Athletes lament as FG postpones sports festival again

Athletes have voiced their frustrations at the latest postponement of the National Sports Festival tagged Edo 2020 to April 2021, which was earlier scheduled for February 14 to 28 in Benin City. The decision was reached after Monday's emergency meeting of the National Council on Sports convened by the sports minister, Sunday Dare, who is also the chairman of the council. According to a statement from the sports ministry, the postponement was occasioned by the second wave of the coronavirus pandemic and paucity of funds.

[Read more+](#)

"Trying to write is very much like trying to put a Chinese puzzle together. We have a pattern in mind which we wish to work out in words; but the words will not fit the spaces, or, if they do, they will not match the design."

- Hellen Keller



JUST IN:

Reps panel seeks explanation on NNPC's withdrawal of \$20.3b from NLNG account

House of Representatives Committee on Public Accounts has, again, requested the Nigerian National Petroleum Corporation (NNPC) to provide details of how the \$20.3b it allegedly withdrew from the Nigerian Liquefied Natural Gas (NLNG) was used. Its request was contained in a letter with reference No: HR/PAC/SC05/9NASS/QUE.9/974 dated December 7, 2020, signed by its Chairman, Oluwole Oke and addressed to Group Managing Director of NNPC, Mele Kyari. The letter was acknowledged on December 10, 2020.

[Read more+](#)

Georgia Secretary of State's office launches probe into Trump's election phone call

Georgia's Secretary of State's office opened a probe on Monday into former U.S. President Donald Trump's efforts to overturn the state's 2020 election results, a step that could lead to a criminal investigation by state and local authorities. Secretary of State Brad Raffensperger had faced calls to open a probe after Trump was recorded in a Jan. 2 phone call pressuring Raffensperger to overturn the state's election results based on unfounded voter fraud claims.

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Texas Republican first in U.S. Congress to die from COVID-19

U.S. Representative Ron Wright died after testing positive for COVID-19 last month, his office said on Monday, making him the first member of the U.S. Congress to die from the pandemic disease that has claimed nearly 464,000 American lives. Wright, a 67-year-old Texas Republican, had also been battling cancer. He was elected to Congress in 2018 and had seats on the House Foreign Affairs and Education and Labor Committees.

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CIBN DAILY HIGHLIGHT, 2020.

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