



## STAFF ANNOUNCEMENTS.

*Greetings to all staff. We praise the lord for yet another bulletin and give praise for his love and protection extended to us all. Receive the news for the month of April.*

## March 2023 Finance Report.

|  | Annualized Trend | Feb 2023 (RWF Mns) | Mar 2023 (RWF Mns) | Budget/Limit | Variances | YTD Actual (RWF Mns) | Budget/Limit | Variances  |
|--|------------------|--------------------|--------------------|--------------|-----------|----------------------|--------------|------------|
| Revenue                                      |                  | 540                | 649                | 678          | -4.3%     | 1,799                | 2,052        | -12.3%     |
| Expenses                                     |                  | 623                | 491                | 688          | -28.6%    | 1,533                | 2,062        | -25.7%     |
| Net Operating Results                        |                  | (99)               | 138                | (42)         | 428.0%    | 220                  | (146)        | 250.7%     |
| Profit/Loss                                  |                  | (83)               | 158                | (1)          | 11872.2%  | 267                  | (1,524)      | 17602.4%   |
| Grants                                       |                  | 16                 | 20                 | 32           | -38.2%    | 47                   | 136          | -65.6%     |
| Provision expenses                           |                  | 92                 | (2)                | 7            | -129.9%   | 19                   | 87           | -78.5%     |
| Yield (12 months)                            |                  | 30.0%              | 30.0%              | 29.7%        | 0.3 pts   | 28.6%                | 29.7%        | (1.1 pts)  |
| OSS (12 months)                              |                  | 84.1%              | 128.1%             | 93.9%        | 34.2 pts  | 102.1%               | 99.6%        | 2.5 pts    |
| Opex Ratio (12 months)                       |                  | 34.9%              | 27.7%              | 35.0%        | (7.3 pts) | 29.1%                | 29.6%        | (0.5 pts)  |
| GLP  |                  | 21,410             | 21,259             | 23,584       | -9.9%     | 21,259               | 23,584       | -9.9%      |
| No of loans                                  |                  | 37,029             | 37,295             | 42,295       | -11.8%    | 37,295               | 42,295       | -11.8%     |
| Deposits                                     |                  | 18,885             | 19,073             | 22,851       | -16.5%    | 19,073               | 22,851       | -16.5%     |
| PAR1 day                                     |                  | 17.9%              | 14.9%              | 18.0%        | (3.1 pts) | 14.90%               | 18.0%        | ( 3.1 pts) |
| PAR30 days                                   |                  | 5.4%               | 5.0%               | 5.8%         | (0.8 pts) | 5.00%                | 5.8%         | ( 0.8 pts) |
| PAR 90 days                                  |                  | 1.8%               | 1.8%               | 2.2%         | (0.4 pts) | 1.77%                | 2.2%         | ( 0.4 pts) |
| Loan/Deposits                                |                  | 114.3%             | 112%               | 80.0%        | 32.4 pts  | 112%                 | 80.0%        | 32.4 pts   |
| Realizable Liquid Assets / Customer Deposits |                  | 39.3%              | 37.7%              | 36.9%        | 0.8 pts   | 37.7%                | 36.9%        | 0.8 pts    |
| Cost to Income Ratio                         |                  | 86.1%              | 84.9%              | 50.0%        | 34.9 pts  | 84.9%                | 50.0%        | 34.9 pts   |
| Capital adequacy                             |                  | 29.2%              | 34.5%              | 15%          | 19.5 pts  | 34.5%                | 15%          | 19.5 pts   |

*Michel Rudasingwa  
Director of Finance.*

## TECHNOLOGY CORNER!!

### Cyber Security Tips!



Dear Staff,

To prevent data breaches, ransomware, and other cybercrimes in 2023:

- Do not click on suspicious-looking domains.
- Download files with caution. Similarly, avoid useless downloads.

- Be cautious when discussing work matters and uploading pictures and videos taken in the office on social media.
- Avoid using public Wi-Fi. When unavoidable, you must use VPN. Do not save work login credentials on social messaging apps. Use reliable password management tools instead.
- Set up two-factor authentication for personal devices that are sometimes used for work.
- Please lock your screen when you are not around to prevent other people from viewing, accessing, and using it without authorization. To lock your computer, press the **Win+L** key combination on your keyboard.

### *Spiritual Integration Corner*

#### **Prayers for Urwego Bank Family.**



May and June are our months for departmental devotions in the Urwego Family. We are all meeting in our different departments commending everything to God. The theme for these months is “*Optimism*”.

Our theme Scripture is “*Philippians 4:8-9* ” *Finally, brothers and sisters, whatever is true, whatever is noble, whatever is right, whatever is pure, whatever is lovely, whatever is admirable— if anything is excellent or praiseworthy—think about such things.<sup>9</sup> Whatever you have learned or received or heard from me or seen in me—put it into practice. And the God of peace will be with you.*

The request is:

1. Every branch/ department on your specific day meet for 1 hour and thank God for what he has done in your lives and what he has done for Urwego Bank.
2. For more information, consult *Donat Niyitegeka*.  
(Find the timetable in the Urwego staff group email Library).  
*The peace of God be with you in this period.*

**Remember:** Our theme verse for the year is **Exodus 33.14** “**My presence will go with you, and I will give rest.**” The prayer requests include among others:

- Putting God first in all we do; Praying for the objectives of 2023; profitability in all the months; peace in our families; knowledge and revelation of God’s will and ways; These will continue to be our prayer point throughout the year.

## *HR DOCKET!*

Management is pleased to present to you the new staff joining the head office. Please look out for them and give them a grand Urwego welcome.

### *Donat Niyitegeka*



I'm thrilled to announce that [Donat Niyitegeka](#) has joined Urwego as the [Spiritual Integration Manager](#). Donat joins our team from Vision fund, a microfinance subsidiary of World Vision. Donat has more than 15 years' experience in the Development Sector with focus on addressing both physical and Spiritual poverty through NGOs Interventions and microfinance linkage including sharing the good news of the Kingdom of God. Donat is a committed Christian and he serves the Lord in ADEPR Church, Nyarugenge International Service as Evangelist and assistant Pastor. Donat is a husband of 1 wife called Noella and a father

of 3 children namely Prince, Sharon, and Joy. They stay in Kigali. He enjoys, reading Christian books, music, travel and interacting with others. Throughout the interview process we were impressed with Donats heart of service and fearless proclamation of his faith. We are certain he will advance the Urwego mission because he is passionate about community transformation. Join me in giving Donat a warm Urwego welcome.

### *Lydia Mukamparaye*



Join me in welcoming Lydia to the Urwego team. She will be serving as the [Agency Banking Manager](#). [Lydia](#) has 11 years of experience in the Banking Sector 9 of which she worked with Equity Bank and was among the founders of Agency Banking in the Bank. She later joined Access Bank to start-up Agency Banking Model in 2020. Through agency banking, Lydia can see transformation of people's lives financially hence eradicating poverty. During the interview Process the team was impressed with her experience in agency banking and passion for God and the urwego

mission. Lydia is married to Rukundo Wilson, and together they have three children, Ineza, Ituze and shimwe. She loves gospel Music, travelling and having fun with friends. Join me in welcoming Lydia to the Urwego team.

### *Jonathan Nsengiyaremye*



I am Happy to announce that Jonathan Nsengiyaremye has joined head Office as the Junior Credit Analyst. Previously Jonathan served as an individual sales Officer in Muhanga Urwego branch.

Through the interview process the panel was impressed with Jonathan's competence, authenticity, and joyful demeanor. It was a well-deserved promotion and move. Jonathan is married to uwamahoro Anatali and together they have 1 child called Igabe. We thank Management for the opportunity for growth that the staff have been given. Join me as we welcome Jonathan to Head Office.

### *Staff Welfare*



A big congratulations to our staff that recently had babies in March and April. As a family, we celebrate these milestones and recognize that children are a gift from God. May the Lord keep blessing us with more babies!

**In March** we had Emmanuel Nsengiyumva from Kabarole, Venuste Ndayishimiye form Rusizi, Jean Mushimiyimana form Huye and Alexis Byicaza form Rubavu.

**In April**, we had Pacifique Mushimiyimana from Rwamagana, Fidele Rugema form Karongi and Alfred Munyaneza from Head Office.

We also would like to Condon with our staff that have lost loved ones or have been hospitalized we pray that the lord will comfort you and give you peace.

*Welfare Team.*

## *Staff Bonuses*

We thank the Board for yet again reaffirming their commitment to better the lives of all staff through staff bonuses that have greatly motivated the staff. Take note of the staff bonuses as mentioned below.

|                      |                                     |
|----------------------|-------------------------------------|
| Inflation Adjustment | Given for 12 months                 |
| Profitability Bonus  | Given on 6 <sup>th</sup> April 2023 |

- ❖ All branches and Departments are reminded to hand in their leave plans to the HR Office.

## *The organizational structure changes.*

- ❖ Several changes were made to the organization chart by Management: notably,
- ❖ The creation of Operations Department reporting to the Deputy CEO
- ❖ The creation of Integrated Strategy Department reporting to the Deputy CEO
- ❖ The Human Resources Policy changes incorporated the new list of gross misconduct approved by the ministry of Labor, in the financial sector.

## *Staff Trainings.*



- ❖ 1. Recovery team held a two-day training for all the officers at Lebanon Hotel on 28<sup>th</sup>-29<sup>th</sup> March. The training was on Receivership and the new Recovery procedures and documentation.
- ❖ Credit team training of all the business team leaders on credit analysis on 4<sup>th</sup> and 5<sup>th</sup> May at Lebanon Hotel.



## ***Learning Center Inzira and eCornell Opportunities in Skills Development!***

- ❖ This is a reminder that all Urwego staff have **free** access to educational materials and resources on **Inzira** platform. With an internet connection 24 hours a day, 7 days a week, 365 days a year you can access Inzira and educate yourself!
- ❖ The staff development team together with Hope are in the process of updating all staff accounts on **Inzira**. Once you receive the email, follow the prompts, and update your account.
- ❖ Going forward we will be uploading most of our trainings on **Inzira** and all staff can access them, learn, and obtain certificates.
- ❖ The only request is that you do not enroll in a course until you are ready to complete it and have obtained a signed approval from your direct Supervisor. This is because, every course costs, and every attempt to do it should commit to complete the course.
- ❖ **Get started today by visiting Inzira (<https://hope.learning.humentum.org>) and eCornell ([admin.ecornell.com](https://admin.ecornell.com)) and exploring the available resources!** View our [Quick Start guide](#) for a brief overview of the most important Inzira and online learning platform features.

*If you need help with Inzira , eCornell or support in learning, contact **Kobusingye Charity** .*



### ***Food for Thought:***

***"Goodness and hard work are rewarded with respect." — Luther Campbell***



## *Urwego bank Kwibuka*

Urwego bank visited the Gisozi genocide memorial site in remembrance of the 1994 Genocide against the Tutsi. As Urwego we remember the lives of all the people that perished and pray that God will continue to comfort and heal every heart.

