

## **MANAGEMENT REPORT - AUGUST 2008**

## 'In System' Supervision for Credit Unions Introduced



The workshop on August 18-19 presented the framework on the Credit Union Risk Based Supervision System (CURBSS) developed by ACCU. Select credit union professionals in the Philippines, particularly the technical persons from PFCCO, NATCCO, Cooperative Development Authority (CDA) and partner cooperatives recognized the need for an 'in system' supervision for credit cooperatives to ensure safety and soundness. CURBSS backs up the Stabilization Fund, the national reserve fund for credit cooperatives and the compliance to the regulatory requirements. The participants provided inputs in the development of specific risk assessment criteria based on the actual risks in credit cooperatives in the Philippines.

### Tools to Build Members for Life shared with Partner Coops

The training on Building Members for Life on August 20-21 introduced tools on excellence in customer care, financial counseling and developing team that delivers great member service. The training emphasized the responsibility of the credit union management in creating the right environment for customer care and how every employee must use his or her initiative to make customer care happen.

The participating General Managers, marketing and training staff of partner credit unions from NATCCO and PFCCO received tools on Wealth Creation for Members, Building Members for



Life and Customer Care Guidelines from ACCU. These tools are required to build members for life. Deployment of CRM strategy, financial counseling and transforming credit union staffs that deliver memorable and pleasing experience to members are the tasks after the training. Four credit unions undergoing ACCESS accreditation were all represented at the training.



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# ACCU Offered Insights on the Strategic Direction of Iranian Credit Unions

ACCU offered a number of suggestions on the future direction of the credit union movement in Iran on its visit on August 21-25. The report was submitted to the Central Credit Cooperative Union of Iran (CCCUI), the national body for credit unions. The recommendations were focused on strengthening CCCUI's functions on representation, development, liaison and coordination on behalf of Iranian credit union movement.

ACCU has three members in Iran: CCCUI, Molah – Al – Movahedin Credit Cooperative and Samen – Al – Aemeh Credit Cooperative.





Above: (left) Mr. Abbas Samimi, President and Mr. M.H. Tavakoli, Board Member and Managing Director with the office in charge of CCCUI, Below: A General Manager of a credit cooperative displaying the check book of the credit union.

# **Updates on Asian Credit Union Forum 2008 Registration**

1. Australia 2
2. Bangladesh172
3. Cambodia 3
4. Canada 3
5. Hong Kong 12
6. India
7. Indonesia
8. Korea
9. Lao PDR 5
10. Malaysia 2
11. Mauritius 4
12. Mongolia
13. Nepal 7
14. Pakistan
15. Papua New Guinea 1
16. Philippines
17. Russia
18. Singapore
19. Sri Lanka
20. Taiwan 3
21. Thailand56
22. The Netherlands
23. United States of America
24. Vietnam 4
Total 380
As of September 8, 2008

### **Administrative Matters**

#### **Asian Credit Union Forum 2008**

- Confirmation letters for the participants of the Pre-Conference Workshops and Asian Credit Union Forum have been sent out.
- Resource persons have been identified and confirmed
- Forum Program prepared
- Sent out Forum Information to all participants.