

Microfinance Operations Staff Summit

June 10-11, 2025

Sheraton Manila Bay, Malate, Manila



Background

The microfinance industry has undergone transformative changes in the past few years. Digitalization, expanded products and services, and increased focus on sustainability enable broader access to financial services. Operations staff of microfinance institutions (MFIs) play a critical role in the day-to-day running of the organization, including client selection and loan processing, and client management. Their role is crucial in providing financial and non-financial services to target clients, thus, enabling the microfinance industry to make significant strides towards achieving financial inclusion.

In line with this, the Microfinance Council of the Philippines, Inc. (MCPI) is organizing a **Microfinance Operations Staff Summit on June 10-11, 2025**. The summit has the following objectives:

1. Allow operations staff to learn from the experience of different MFIs.
2. Discuss operational issues such as instilling credit discipline and managing delinquency, organizing center meetings, improving loan processes and procedures, and implementing digitalization.
3. Learn from the initiatives of regulators that support financial inclusion and sustainability.

The summit is part of a series of events leading to the MCPI Annual Conference to be held on July 30-31, 2025.

Participants

Target participants of the summit are Operations Heads and Operations staff of MFIs. The summit is also open to Executive Directors, CEOs, and General Managers of MFIs. There is **no limit on the number of participants** who can attend from individual institutions.

Participation fee

The participation fee for the summit is as follows:

- MCPI Member: PhP7,000.00 per participant
- Non-MCPI Member: PhP9,000.00 per participant

The fee will cover meals and materials for the 1.5 days summit.

Venue

The venue of the summit is at the **Sheraton Manila Bay, M. Adriatico corner General Malvar Streets, Malate, Manila**. Please note that the venue is located near the **Manila Bay in Malate**, which is different from Sheraton Manila, which is near the NAIA Airport.

How to Participate

- To confirm your participation, kindly register at <https://bit.ly/MFOpsStaffSummitReg> on or before **June 3, 2025**.
- Deposit or transfer the amount corresponding to the registration fee to the following bank account:

Account Name: Microfinance Council of the Philippines, Inc.
Account No.: 2431-0604-53

Bank: Bank of the Philippine Islands
 BPI Julia Vargas Branch, G/F Antel Global Corporate Center, Doña J. Vargas Ave.,
 Pasig City

- Once completed, send a copy of the payment confirmation receipt to MCPI's email at secretariat@microfinancecouncil.org.
- If you have questions and/or inquiries about the summit, contact MCPI's Aileen Gardon at secretariat@microfinancecouncil.org or at 0916-4243455.

Draft Program

Time	Topic/Activity	Resource Person/Institution
Day 1, Tuesday, June 10		
8:00 – 9:00 AM	Registration	
9:00 – 9:15 AM	Opening Prayer and National Anthem	
9:15 – 9:30 AM	Welcome Remarks	<i>Gilbert Maramba</i> , MCPI Chairperson
9:30 – 10:00 AM	Keynote Message	<i>Dr. Jaime Aristotle Alip</i> , Founder and Chairman Emeritus, CARD MRI <i>(invited)</i>
10:00 – 10:30 AM	Coffee Break	
10:30 – 12:00 PM	Plenary Session: Reaching the Poorest through Sustainable Finance	<i>Pia Roman Tayag</i> , Assistant Governor, Strategy, Innovation and Sustainability, Bangko Sentral ng Pilipinas <i>(confirmed)</i> <i>Atty. Rachel Gumtang-Remalante</i> , Director, Corporate Governance and Finance Department, Securities and Exchange Commission <i>(invited)</i> MFI Reactor (TBD)
12:00 – 1:30 PM	Lunch Break	
1:30 – 3:00 PM	Breakout Sessions 1	
	Delinquency management	TBD
	New ways of instilling credit discipline	TBD
3:00 – 3:30 PM	Coffee Break	
3:30 – 5:00 PM	Breakout Sessions 2	
	Evolution of center meetings	TBD
	Reviving center meetings	TBD
5:00 PM	End of Day 1	
Day 2, Wednesday, June 11		
9:00 – 10:30 AM	Breakout Sessions 3	
	Loan process and procedures	TBD
	Targeting the poor in the digital world	TBD
10:30 – 11:00 AM	Coffee Break	
11:00 – 12:00 PM	Closing Session	
	Summary	

	Closing Message	
12:00 – 1:00 PM	Lunch Break	
1:00 PM	End of Summit	