

2026 MICROFINANCE OPERATIONS STAFF SUMMIT

April 7-8, 2026 | Century Park Hotel Manila

BACKGROUND

Microfinance institutions (MFIs) in the Philippines play a critical role in advancing financial inclusion, particularly among microenterprises, small-holder farmers, women, and low-income households. Operations staff are at the forefront of this effort, connecting clients to both financial and non-financial services. By implementing efficient, risk-based processes, performing careful monitoring and assessment, and maintaining robust branch-level systems, operations staff help more people access financial and non-financial services easily, efficiently, and responsibly.

In line with this, the Microfinance Council of the Philippines, Inc. is organizing a **Microfinance Operations Staff Summit on April 7-8, 2026, at the Century Park Hotel, Manila**. The summit has the following objectives:

- Identify MFI operational strategies that work in the field.
- Discuss and address operational issues and challenges experienced by field staff of MFIs.
- Allow operations staff to learn from the experience of different MFIs.

The summit is part of a series of events leading to the **MCPI Annual Conference to be held on August 12-13, 2026**.

PARTICIPANTS

The target participants of the summit are Operations Heads, Operations Staff, Executive Directors, Presidents/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: PhP10,000.00 per participant**
- **Non-MCPI Member: PhP13,000.00 per participant**

The fee will cover meals and materials for the 2-day summit.

VENUE

The venue of the summit is at the Century Park Hotel Manila, 599 P. Ocampo St., Malate, Manila

HOW TO PARTICIPATE

To confirm your participation, kindly register at <https://tinyurl.com/2026MFOpsStaffSummit> on or before March 27, 2026.

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.:	9821-0011-26
Bank:	BPI
	BPI Ortigas Emerald Branch, Unit 101 G/F Jollibee Plaza Condominium, F. Ortigas Jr. Road, Ortigas Center, 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

Day/Time	Proposed Topic	Resource Person/Institution
Day 1, April 7, 2026, Tuesday		
8:00 – 9:00 a.m.	Registration	
9:00 – 9:15 a.m.	Opening Prayer and National Anthem	
9:15 – 9:30 a.m.	Welcome Remarks	Eduardo C. Jimenez MCPI Chairperson
9:30 – 10:00 a.m.	Keynote Message	Dr. Jaime Aristotle Alip, Founder and Chairman Emeritus, CARD MRI (to be invited)
10:00 – 10:30 a.m.	Coffee break	
10:30 – 12:00 p.m.	Plenary Session 1 : What works on the ground	Different MFI Branch managers and clients
12:00 – 1:30 p.m.	Lunch break	
1:30 – 3:00 p.m.	Breakout Sessions 1	
	<ul style="list-style-type: none"> Portfolio Management – detecting stress before delinquency strikes, responsible loan renewals, ethical collection practices 	TBD
	<ul style="list-style-type: none"> Client targeting – poorest of the poor vs entrepreneurial poor 	TBD
3:00 – 3:30 p.m.	Coffee Break	
3:30 – 5:00 p.m.	Breakout Sessions 2: Challenges faced by loan officers	
	<ul style="list-style-type: none"> Achieving productivity targets – handling pressure, balancing mission vs performance 	TBD
	<ul style="list-style-type: none"> Dealing with client behaviour – managing different types of clients, Dos and Donts in dealing with clients 	TBD
Day 2, April 8, 2026, Wednesday		
9:00 – 10:30 a.m.	Plenary Session 2: Addressing mental health and resilience of field staff – Handling caseload without burnout, maintaining motivation, managing emotional fatigue	TBD
10:30 – 11:00 a.m.	Coffee break	
11:00 – 12:30 p.m.	Breakout Sessions 3:	
	<ul style="list-style-type: none"> Addressing fraud – internal collusion risk, simple control mechanisms staff can implement 	TBD

	<ul style="list-style-type: none"> Disaster risk – role of field staff in managing disaster risk before, during and after disasters 	TBD
12:30 – 2:00 p.m.	Lunch break	
2:00 – 3:00 p.m.	Closing Session <ul style="list-style-type: none"> Wrap up of key takeaways from the breakout sessions Raffle Closing remarks 	
3:00 – 3:30 p.m.	Snacks	
3:30 – 5:00 p.m.	Presidents/CEOs/EDs Meeting (by invitation only)	