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Modified Center Meeting

MCPI Operations Summit I

Why Evolve: Time and Environment have changed

Matthew 9:17 "Neither is new wine put into old wineskins. If it is, the skins burst and the wine is spilled and the skins are destroyed. But new wine is put into fresh wineskins, and so both are preserved."

- **Client demographic and preference have changed** > clients are getting younger > speed & convenience are the market preference. Shorter or lesser center meeting.
- **Staff competency and demographic have changed** > younger staff, digital/technology natives
- **Technology has changed** > Digital channels
- **The competition has changed** > Digital banks and Fintech
- **Operating environment has changed** > regulatory and standards > promoting digital adoption/ financial inclusion

Center Meeting Modification

Center Components	Traditional	Modification
Number of members (max)	40	40
Center Organizing	1 week	1-2 Days
Center Officers	Chairwoman, Treasurer, Secretary	Chairwoman, Secretary and/or Treasurer
Duration	45 mins - 1 hour	30 mins – 45 mins
Frequency	Weekly	Weekly or Fortnightly (sectoral and graduation of clients)
Application and Disbursement	Paper application. Cash/Check (center release)	Paperless. Remco/Digital
Payment	Cash	Digital/Cash
Center Meeting Flow	Business and Education (30 Mins to 1 hour)	Business (Education can be digital/separate)
Passbooks Posting	Center Leader/Loan Officer	Digital passbook/timely posting (phablet)

Advantages of Center Meeting modification

- **Benefits to Clients:** More time for family and business, faster and convenient transaction, timely updating of record and posting of payment
- **Benefits to Organization:** Work and life balance of staff, promote client retention, Operational Efficiency, timely monitoring and reporting, time to maximize for productivity or quality.
- **Benefits to Industry:** Increase digital adoption and financial inclusion.

“We didn’t do anything wrong, but somehow, we lost.” Nokia



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Thank you!