An Experiential Learning Workshop For Central Bankers and Other Financial Services Regulators and Supervisors, Ministries of Finance Professionals, Access to Finance Professionals, Commercial and Microfinance Bankers, Development Finance Institutions (DFIs), NBFIs, MFIs, FINTECH Companies, MSME Consultants, Technology Companies, Impact Investors, Development Professionals, Insurers and Other Stakeholders, as Appropriate

FIVE DAY WORKSHOP ON
Building World-Class Financial Institutions in the Covid-19 Era

The Financial Inclusion Advocacy Centre

Dubai, UAE
September 14 - 18, 2020

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The Financial Inclusion Advocacy Centre is an international action-oriented and practice-based think-tank geared toward promoting sustained financial inclusion and responsible microfinance. The Financial Inclusion Advocacy Centre’s mission is to build the institutional strength and outreach of the inclusive finance sector, by providing a full range of high-quality, best-practice technical inputs and support to all industry stakeholders, in a sustainable and demand-driven manner. As an independent support centre, FIAC is committed to promoting innovations, transparency, and enhanced access/outreach especially to the poor and thereby contributing to United Nation’s Sustainable Development Goals (UNSDG # 1) and its sub-goals, which include achieving 100% financial inclusion by 2030 across the globe.

Central banks worldwide are worried about the impact of COVID-19, as it is an extremely severe and unprecedented health crisis. Additionally, COVID-19 as well as the measures (like lockdowns, stay home to stay safe directives, etc.) to tackle it have together resulted in a deep-rooted demand and supply macroeconomic shock that, in turn, has created an economic crisis impacting the whole world. Thus, COVID-19 perhaps represents the most serious test of the global financial system after the 2008 (global) financial crisis. When the loan repayment moratorium periods offered by central banks expire, the huge debt overhang may not be easily serviceable. Without a doubt, all of these represent a fundamental threat to financial stability in many ways. Most importantly, on-site supervision by central banks may also not be (effectively) possible, given the various constraining factors that exist with regard to physical mobility today because of COVID-19 and measures to its mitigate its spread. That said, in such times, what specific actions can we take to ensure that our existing financial institutions remain world-class? What can we do to ensure that new institutions that are born now become truly world-class? One key action is to ensure that essential components of good corporate governance exist and are implemented at the level of banks, NBFIs, MFIs, FinTechs, cooperatives and other forms of financial institutions during and after the COVID-19 crisis. It is in this context that this five day workshop is being organized by the FIAC as per details given below.

**SESSION PLAN**

**Daily Session Plan (with cases and experiential learning)**

- **Day 1:** Building World-Class Financial Institutions in the COVID Era, *Key Elements and Context Setting*;

- **Day 2:** Building World-Class Financial Institutions (Banks, NBFIs, MFIs, FINTECHS and Cooperatives) in the COVID Era - *Governance of Boards, Conflicts of Interest and Risk Management*;

- **Day 3:** Building World-Class Financial Institutions (Banks, NBFIs, MFIs, FINTECHS and Cooperatives) in the COVID Era - *Governance of Compensation and Internal and External Audits*;

- **Day 4:** Building World-Class Financial Institutions (Banks, NBFIs, MFIs, FINTECHS and Cooperatives) in the COVID Era - *Governance of Digitization, MIS & Delinquency Management*; and

- **Day 5:** Group Presentations of Case Studies, Summary and Wrap Up Discussions.
**Workshop Format:** Every session, every day will use experiential learning in a SAFE, SANITIZED and社ALLY DISTANCED environment with mikes (for speaking). Hand sanitizers and masks will be available in plenty for external use. The training halls will be disinfected everyday. There will be regular temperature checks as well. Thus, the workshop will be conducted in an extremely safe and secure manner. The workshop will follow the following generic format: **Facilitator Presentation(s), Small Group Exercises, Group Presentation(s) and Discussions with Wrap Up.** Daily sessions will last about 8 hours.

**Workshop Takeaway(s):**
1. Digital copy of all presentations and key workshops resources in a flash drive,
4. Digital copy of a compendium of research with available links on Building World-Class Financial Inclusions in the COVID Era and
5. A workshop report to be emailed to the participants three weeks after the completion of the workshop.

**FACILITATORS**

- **RAMESH S ARUNACHALAM** is author of 14 critically acclaimed books. Apart from being an author, Ramesh provides strategic advice on a wide variety of Financial Sector, Financial Inclusion and Economic Development issues. He has worked in over 314 assignments with multi-laterals, governments, private sector, Banks, NBFCs, regulators, supervisors, MFIs and other stakeholders in 31 countries across 5 continents and 640 districts of India during the last 31 years.

- **GODFREY LORD KWESI CRENTSIL** is a Microfinance expert with over 15 years’ experience in microfinance development and supervision. Trained and practiced extensively in most African and European countries as well as the MENA region.

**APPLICATION**

The application deadline for this workshop is September 10, 2020. Please note that we do select applications on a first-come, first-served basis. Nevertheless, we will try to form a group of participants with complementary experiences and backgrounds.

**REGISTRATION**

Please fill the attached registration form and send it to info@financialinclusionadvocacy.org. Once accepted, the workshop logistics and other details will be sent to you.

**FEES**

The workshop fees are US $ 2500 and it includes boarding & lodging with breakfast & lunch for 5 days, all course materials & tea/coffee/biscuits twice everyday during the workshop.
### REGISTRATION FORM

**BUILDING WORLD-CLASS FINANCIAL INSTITUTIONS IN THE COVID ERA**

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**CANCELLATION POLICY:** You may make a substitution, without charge, at any time before the start of the course but all cancellations/changes must be confirmed in writing. Cancellations received more than four weeks prior to the start of the course are not subject to any penalty. Cancellation received after that incurs the following penalties: two to four weeks, 50% of the course fee; less than two weeks, 100% of the course fee. If written notification is not received and you do not attend, the full course fee will be retained as a cancellation charge. Thank You!
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