



REGISTRAR'S REPORT

REPORT OF THE PRESIDENT/CHAIRMAN OF COUNCIL

1.0 OVERVIEW

Dear esteemed members, I welcome you all to the 2021 Annual General Meeting

(AGM) of our highly revered Institute under the leadership of our able and dynamic President/Chairman of Council, Dr. Bayo Willams Olugbemi, FCIB. The year 2020 was a remarkably terrifying year that will be remembered for decades to come. The entire world went through unprecedented crisis which began essentially as a health challenge, but soon degenerated into social, economic, humanitarian and existential crisis. The entire globe was brought to a standstill, mighty nations and institutions were brought to their knees while the woes of poor nations, institutions and individuals deepened. Fear and pandemonium were the order of the day, things fell apart, the centre could not hold, a situation that no analyst in the world predicted correctly.

At the Institute, we approached the situation as a potpourri of opportunities and challenges, and therefore drew substantial inspiration from Sir Isaac Newton's first law of motion, which states that *"every object remains in a state of inertia (rest) or uniform motion in a straight line, unless compelled to change its state by the action of an external force"*. We saw COVID-19 as an external force whose mission was to create, or institute change. So, rather than focus on the challenges, we focused on the opportunities and we were resolute in our commitment to advance through the adversity.

We made strategic review and adjustments to modus operandi in a bid to deliver value to our numerous stakeholders. We pulled the lever of technology in the execution of our programmes/activities in the year under review and the transformation that came with the adoption of technology was phenomenal. I believe that as an Institute, we have every cause to be grateful to God, for the modest achievements recorded in the year.

In a response to the lockdown of economic and social activities occasioned by the pandemic, the Institute transited to remote work.



The Management developed a Business Continuity Strategy incorporating a Work from Home Plan and approved by the Office Holders to facilitate the smooth running of the operations and ensure that the staff remain productive. Following the partial lift of the lockdown and for the greater part of the year, fifty percent (50%) of the workforce alternated between working from the office two days in a week and from home.

The year 2020 was indeed a very significant one for the Institute as a transition year when the 20th President/Chairman of Council, Uche Messiah Olowu, Ph.D, FCIB, mni, took a bow out of office

while the 21st President/Chairman of Council, Dr. Bayo Olugbemi, FCIB assumed office. The 2020 CIBN Elections which ushered in the new leadership was wholly conducted virtual from April 1 to April 4, 2020. Also the Pre-Annual General Meeting and main Annual General Meeting were held virtually on April 3 and April 4, 2020 respectively. It is on record that the Institute was the first professional body in Nigeria to host a virtual AGM.

The successes of the AGM and elections, clearly paved way for the virtual valedictory lecture/session by the 20th President/Chairman of Council, Uche Messiah Olowu, Ph.D, FCIB, mni, held on Friday May 15, 2020 while the Inauguration of the 21st President/Chairman of Council, Dr. Bayo Olugbemi, FCIB took place on May 16, 2020 through a blended platform of virtual and physical attendance by all members and invited guests across the world.

The actualization of the Institute's new Strategic Plan 2020 – 2024 which was approved by the Governing Council in nexus with the agenda of the 21st President and Chairman of Council code-named, A-TEAM, were our major focus in the year. We vigorously pursued the execution of high impact programmes and engagements for the benefits of our membership economy both locally and internationally. Our Media presence was enhanced on both the traditional and contemporary news media to raise the brand equity and visibility. This move has broadened and enhanced the rating and recognition of the Institute as first among equals in the comity of professional bodies within our national economy and beyond.

As a result of the COVID-19 Pandemic and its attendant physical and social restrictions, we conducted only one (1) examination diet which was held in October 2020 as against the tradition of holding it twice in year. The formal approvals of the Presidential Task force on Covid-19, the thirty six state governments and the Federal Capital Territory were secured to enable the examinations to take place at all the CIBN Examination centres across the country and in other African countries. I am extremely delighted to report that the maiden edition of the Institute's examinations was held in Zambia in the year under review. This brings the total number of foreign outposts where the Institute's Banking Professional Examinations are being conducted to six (6).

It is noteworthy to report that the Governing Council approved a new curriculum on November 28, 2019. The Implementation of new Syllabus has commenced pari passu with the existing Syllabus with its full commencement scheduled for April 2022. The Institute embarked on series of strategic stakeholders engagements and road shows to publicize and create awareness and give verve to acceptability of the new Syllabus. A full and official launch/public presentation of the

Syllabus was held on Tuesday, March 30, 2021.

To support the students in adequately preparing for the examinations, the Governing Council approved and commissioned subject matter experts to commence the immediate development of Study Packs for all subjects in the new Syllabus.

Equally, in the spirit of the new normal, the 13th Annual Banking and Finance Conference was held for the first time as a hybrid event (physical and virtual) in two physical locations in Abuja, where it is traditionally held and Lagos. The Conference with the theme "Facilitating a Sustainable Future: The Role of Banking and Finance" had over 5000 participants in attendance.

With respect to the review of our legislative instrument the CIBN Act No 5 of 2007, I am delighted to inform you that we have made appreciable progress. The proposed BILL is expected to take model/route of an Executive Bill, through the Presidency to National Assembly, after passing through the Ministry of Finance and Ministry of Justice. The Bill which had already been reviewed by the Ministry of Finance is now currently at the Ministry of Justice for further enhancement after which it will be transmitted through the Presidency to the National Assembly. We covet your prayers for a smooth passage in view of the inherent benefits and legal strength the Institute stands to derive.

Ladies and Gentlemen, It is also cheering to report that the Institute's age long desire for befitting landed properties to enhance its physical presence in the Federal Capital Territory. Abuja and the various states of the federation, received a boost with the acquisition of a property at Plot 1479, Cadastral Zone AO3, No. 12, Oro Ago Crescent, off Muhammed Buhari Way, Garki 11 Abuja. This property which is currently undergoing renovation will host the CIBN National Secretariat Annex and the headquarters of the Alliance of African Institutes of Bankers (AAIOB) has enough provision for lettable Banking Hall and office spaces for revenue generation. I am also

happy to note that two State Governors of Ondo and Ogun have magnanimously allocated plots of land to Institute for the construction of branch secretariat and a Banking School, respectively.

Furthermore, our focus to expand the frontiers and deepen professional banking certification in the Northern Nigeria received a boost on Monday, November 23, 2020 when the Board of Trustees of the New Nigeria Development Company Ltd (NNDC) at its 41st Meeting, considered and approved the inclusion of the CIBN Professional Banking Examination leading to the award of ACIB into its Young Professional Development Trust (YPDT). This development has placed the Institute alongside The Institute of Chartered Accountants of Nigeria (ICAN), Chartered Insurance Institute of Nigeria (CIIN) and Chartered Institute of Stockbrokers (CIS) which are already on the programme. There would thereafter be the execution of an MoU between the two bodies that would climax into the establishment of Study Centres and sponsorship of students from the 19 Northern States to write the Institute's ACIB Examinations.

In furtherance of the pursuit for relevance and acceptability of our products, It is most cheering for me to note that the efforts of the Institute at ensuring the inclusion of ACIB and Banking and Finance Degree certificates in Government Schemes of Service yielded a positive result as the formal recognition and Inclusion of Banking and Finance Degrees in the Schemes of Service was announced via an official circular dated 12th April 2021, issued by the Head of Service of the Federation. This was consequent upon the strategic representation of our request through the Office of the Permanent Secretary, Ministry of Finance to the Office of the Head of Service of the Federation and the National Council of Establishment. According to the communique, the National Council on Establishments (NCE) at its 42nd meeting held from 30th November – 4th December 2020 in Ikeja, Lagos State approved the inclusion of Banking and Finance Degree Certificate in the Schemes of Service for Industrial/Investment; Procurement/Commercial Officer and other relevant cadres. You will recall that we have been on this struggle for some time and will believe that this new development will boost enrollment into banking and finance programme which has hitherto suffered a decline in recent times.

Distinguished members, it gives me a great joy to report that the statutory annual Investiture ceremony was also held on December 5, 2020. The highpoint of the Ceremony was the conferment of the prestigious Honorary Fellowship award of the Institute on Dr. Akinwumi Adesina, President, African Development Bank, Professor Kelfala M. Kallon, Governor, Bank of Sierra Leone, Mr. John S. Davies III,

President, West African Bankers Association (WABA) and sixteen other distinguished Bankers including serving Managing Directors of Deposit Money Banks. Earlier on August 25, 2020 Mr Fola Adeola, OFR, FCIB, Founder and pioneer Managing Director of Guaranty Trust bank Plc was conferred with Honorary Fellowship of the Institute.

On our continued efforts to attract and broaden the professional scope of the young bankers, I am pleased to inform you that the CIBN Mentoring Scheme which was introduced in 2012 was re-invigorated and re-launched on Thursday, February 18, 2021. The re-launch was necessitated by the fact that the scheme had been fortified and enriched with more features for the benefit of participants. You will recall that the scheme was conceived as a capacity building initiative geared towards developing the capacity of young bankers by exposing them to more experienced and successful leading professionals in the sector. The enhanced scheme currently runs on a mobile responsive, user-friendly application which went live on June 17, 2020 with over 600 Mentors and Mentees nominated by Managing Directors of banks in Nigeria.

The 55th Annual Bankers Dinner was held on Friday, November 27, 2020 at Eko Hotel & Suites, Victoria Island, Lagos despite the Coronavirus pandemic. The Dinner was held as a hybrid event for the first time and had **1,325** participants in attendance.

As part of the pursuit of its advocacy role, The CIBN CFS, a subsidiary of the Institute organized three high impact programmes towards the enlightenment and empowerment of the Institute's members amidst the Covid-19 pandemic. These are:

1. CIBN Advocacy Dialogue Series 1: The Webinar on Covid-19: Tough Choices for Banking & Other Businesses

2. CIBN Advocacy Dialogue Series 2: Webinar on Enhanced Sustainable Banking (ESB) Model in Event of Major Economic and Business Disruptions
3. CIBN Advocacy Dialogue Series 3: Webinar on Non-Performing Loans & The Global Standing Instruction (GSI) Policy: Impact & Insights for Financial Stability

The Institute rounded up the year 2020 with full appreciation to God Almighty by hosting the second edition of its novel programme tagged “**An Evening of Songs 2.0**” on Thursday December 17, 2020. This innovative idea was conceived to provide a platform for the esteemed members of the Institute and other stakeholders to come together with one heart and soul, under a relaxed atmosphere engulfed with soul lifting music, to celebrate and share warm moments together in the spirit of the yuletide season. Just as Plato asserted, “*music gives soul to the universe, wings to the mind, flight to the imagination and life to everything*”. Truly speaking, the highly inspirational programme which featured rendition of soul lifting music and traditional Christmas carol was adjudged by participants to be outstanding and as such should be sustained.

Distinguished members, in detail and specific terms, I am pleased to present hereunder, to you, the reports of activities and achievements of the various divisions, departments/ units and subsidiaries for the year 2020.

- Membership Services Division
- Capacity Building and Certification Division
- Finance & Corporate Services Division
- Learning and Development Division
- Compulsory Continuing Professional Development & E-Learning Division
- Ethics and Professionalism Division
- The Registrar's Office
- CIBN Subsidiaries

2.0 MEMBERSHIP SERVICES DIVISION REPORT

2.1 Membership Registration

The Institute has two categories of membership i.e. Individual and Corporate members. Membership registration and status for each category in the year under review is as stated below:

2.1.1 Individual Members

The number of Individual Members of the Institute grew from **137,228** as at March 16, 2020 to **144,922** as at April 30, 2021. The increase of **7,694** represents 5.60% growth in membership base over the period under consideration. The Membership distribution by category is as follows:

S/N	Category	2020	2021	Increase
1	Fellows	1,454	1,518	64
2	Honorary Fellows	110	131	21
3	Honorary Senior Members	1,462	1,563	101
4	Associates	6,236	6,913	677
5	Microfinance Certified	5,594	6,234	640
6	Student Members	110,648	116,494	5,846
7	Ordinary Members	11,724	12,069	345
	Total	137,228	144,922	7,694

Membership strength of the Institute as at April 30, 2021 is as stated in the table below:

S/N	Category	Active	Dormant	Total
1	Fellows	1,057	461	1,518
2	Honorary Fellows	120	11	131
3	Honorary Senior Members	1,145	418	1,563
4	Associates	3,432	3,481	6,913
5	Microfinance Certified	3,786	2,448	6,234
6	Student Members	21,743	94,751	116,494
7	Ordinary Members	4,251	7,818	12,069
	Total	35,534	109,388	144,922

It is important to note that the Governing Council approved a re-classification of our Membership status in March 2020. Members in Dormant state are those who have not paid subscriptions for at least once in the last three years.

2.1.2 Corporate Members

The number of corporate members increased with an additional Three (3) Deposit Money Banks and Fourteen (14) Microfinance Banks (MFB) fully registered and issued corporate certificates of membership in line with the provision of the CIBN Act No 5 of 2007. With the addition of the fourteen newly registered MFBs, the total number of registered Microfinance banks is now Four Hundred and Fifty-Nine (459). The table below shows the schedule of Corporate Members registered with the Institute as at April 30, 2021:

S/N	BANKS	NUMBER REGISTERED
1.	REGULATORS	2
2.	DMBs/ NON-INTEREST BANKS	24
3.	MORTGAGE BANKS	15
4.	MERCHANT BANKS	6
5.	MICROFINANCE BANKS	459
6.	DEVELOPMENT BANKS	6

It is therefore my pleasure to welcome all the new members (Individual and Corporate) into the CIBN family.

2.2 Zonal Offices and Branch Development

I am pleased to report that the zonal offices continued to provide unquantifiable support for the National Secretariat by ensuring that the services and offerings of the institute are available to members across the country. The Zonal offices coordinated activities such as: Accreditation of higher institutions, accreditation of education/training service providers (ETSPs) and tuition centres, coordination of ACIB/HND/Degree Linkage with tertiary institutions, marketing of the Institute's products, membership drive, collection of subscription, coordination of stakeholders' engagements, career talk in secondary schools etc.

Highlights of the activities and achievements of the Zonal Offices in the year under review, are captured below:

2.2.1 North-West Zonal Office - Kano

The North -West Zonal Office is responsible for the coordination of the Institute's activities in Five (5) States i.e. Kano, Kaduna, Katsina, Jigawa and Sokoto States. The Zone also manages Six (6) Linkage institutions.

- CIBN Kano State Branch organized a webinar session on the Topic "Banking & Financial Services Sector in a COVID-19 Era: Challenges and Opportunities" which held online on Saturday, July 4, 2020 via Zoom Platform. The Webinar was attended by 177 participants spread across several cities from 3 countries (Nigeria, United Kingdom and U.S.A).
- CIBN Kano State Branch donated COVID-19 preventive items to Government Secondary School, Racecourse Kano on November 3, 2020 as part of their Corporate Social Responsibility Programme. The gesture was aimed at preventing the spread of COVID-19 in the state and was reported in daily trust newspaper of November 4, 2020. The items distributed include Face masks, hand sanitizers, hand washing detergent and laser thermometer. The Branch also used the platform to engage students at the school in a career talk.
- CIBN Katsina State Branch organized a Virtual Annual Lecture on the Topic "COVID-19 and Banditry Specter in Katsina State: Policy Responses and Role of Fintechs in Curbing the Menace". The programme was held virtually on Saturday, November 14, 2020 via the Zoom Platform. 113 participants from 17 different cities across Nigeria & United Kingdom attended the programme.
- Kaduna State Branch, embarked on accreditation visit to Jaiz Bank Academy, Samaru, Zaria, on November 26, 2020. The visit was led by Mr. Yusuf Gyallesu MCIB, President NAMB, accompanied by the North-West Zonal Coordinator Mr. Jamilu Iliyasu, ACIB. A tour of the facility was conducted to inspect the Library facilities, ICT facilities, Classrooms, administrative offices, and recreational Facilities to ascertain their adequacy and quality.
- The New Nigeria Development Company Ltd (NNDC), Young Professional Development Trust (YPDT) Board of Trustees at its 41st Meeting which held on Monday, November 23, 2020 considered and approved the inclusion of the CIBN Professional Banking Examination leading to the award of ACIB into their Young Professional Development Trust programme alongside ICAN, CIIN & CIS. This will culminate in

the execution of an MoU between CIBN and NNDC to establish a programme that will climax into the establishment of study centres and sponsorship of students from the 19 northern states to write the Institute's ACIB Examinations.

- CIBN Katsina State Branch secured all documents and approvals to finalize signing of linkage agreement with Umar Musa Yaradua University, Katsina. A date for MoU execution will be fixed as soon as practicable.
- CIBN Kano State Branch held its 2020 Annual General Meeting on Wednesday February 26, 2020. The meeting was attended by 189 members of the Branch and featured the election of new Branch Executives.
- 6-man linkage committee was inaugurated at Yusuf Maitama Sule University, Kano on Wednesday, February 26, 2020 in line with the MoU.

2.2.2 North-East Zonal Office - Gombe

The North-East Zonal Office is responsible for the coordination of the Institute's activities in Six (6) States i.e. Adamawa, Bauchi, Borno, Gombe, Taraba and Yobe. The Zone also manages Two (2) Linkage institutions.

- The branches of the Institute in Adamawa, Bauchi, Borno, Gombe, Taraba and Yobe States contributed their quota to the fight against COVID-19 by producing enlightenment jingles that was aired on the local radio stations of the various States. The Branches also produced fliers that were distributed in the various States.
- Gombe State Branch distributed hand washing facilities to some Government Institutions in the state to minimize the spread of COVID-19 in its environs. Some of the beneficiary Institutions include:
 - Gombe State University.
 - Specialist Hospital.
 - Federal Teaching Hospital, Gombe and

- Medical College Gombe.
- In pursuant of membership drive, the zonal office in collaboration with Borno State Branch Executives embarked on Accreditation/ Linkage visit to the University of Maiduguri, Borno State. The exercise was adjudged to be a great success.
- The zonal office facilitated the signing of the MOU with Federal University Kashere.

2.2.3 South-East Zonal Office – Owerri

The South-East Zonal Office is responsible for the coordination of the Institute's activities in South- East and South-South region covering Ten (10) States i.e. Abia, Akwa Ibom, Anambra, Bayelsa, Cross Rivers, Ebonyi, Enugu, Delta, Imo and Rivers States. The Zone also manages Fourteen (14) Linkage institutions.

- CIBN Abia State Branch Visited NYSC camp on enlightenment campaign, during the Orientation Camp in Abia State.
- CIBN Ebonyi State Branch visited the Vice Chancellor and other Principal Officers of Ebonyi State University to discuss issues centred on CIBN Linkage Partnership.
- CIBN Imo State, Akwa Ibom State, Enugu State and Anambra State Branches held enlightenment campaign on benefits of the Linkage programme during the Orientation programme of year 2019/2020 for Banking & Finance Students of Imo State University, University of Uyo, University of Nigeria, Enugu Campus and Federal Polytechnic Oko respectively
- The Linkage Committee of Chukwuemeka Odumegwu Ojukwu University, Igbaram, Anambra State was officially inaugurated on February 25, 2020.
- Linkage Committee meetings were held at the following linkage institutions:
- CIBN Enugu State Branch held sensitization programme for Staff of UBA Group Plc in Enugu & Ebonyi States on becoming a Chartered Banker.
- Rivers State Branch ExcOs held interactive session with NABAFS Presidents from three tertiary institutions in the State: Rivers State University, University of Port Harcourt and Ken Saro Wiwa Polytechnic on inter alia - integrating them fully into the Institute's activities & sensitization on 50% discount on Registration and Exemptions.
- The CIBN Rivers State Branch led accreditation team to Port Harcourt Polytechnic for linkage programme.
- CIBN Rivers State Branch on July 25, 2020, organized a webinar session on the topic: "Opportunities and Challenges for the Banking Industry during & post COVID-19 era" respectively. The Webinar attracted both national and international participants.

- CIBN Bayelsa State gave scholarship to seven (7) students of Niger Delta University (NDU), to write April 2020 ACIB Exams. The branch also sponsored the membership registration of 25 students.
- CIBN Bayelsa State Branch visited the Vice Chancellor Niger Delta University and donated study packs and other textbooks to the Banking & Finance Department. The team also visited the Head of Banking & Finance Department, Faculty members of Federal University Otuoke and had interactive session with the Final Year Banking & Finance students.
- The following Branches held their Annual General Meeting and Elections as listed below:
 - CIBN Bayelsa State – March 29, 2020
 - CIBN Rivers State (virtual AGM only) – July 18, 2020
 - CIBN Abia State Branch – August 21, 2020
 - CIBN Delta State Branch – October 31, 2020
- The CIBN Cross Rives State and Bayelsa States Branches shared palliatives to the poorest of the poor in their various States during the COVID-19 pandemic lockdown. The gesture was aired on radio stations and published in the State's Local Dailies.
- Cross River State Branch went live on HIT FM CRS and CRS Radio Corporation to sensitize citizens on COVID-19 and alternative channels for carrying out financial transactions during the lockdown.
- CIBN Cross River State, Anambra State and Rivers State Branches mounted giant Billboards with caption 'CIBN Cares' on COVID-19 Safety Measure at various city centres in their States.
- CIBN Anambra State and Rivers State Branches went on air with Radio jingles on safety measures to prevent the spread of COVID-19 virus whilst sensitizing the populace on the need to adjust to the NEW

NORMAL.

- CIBN Enugu State Branch on July 25, 2020 organized a webinar session on the topic: "Businesses and Financial Services Industry survival Strategies: Now and Post-COVID-19". The Webinar attracted both local and international participants.
- Enugu State held a sensitization campaign 'Enugu Mask Up' during the COVID-19 pandemic. This was aired on the State media.
- CIBN Bayelsa State hosted the finals of Yenagoa Bankers Football competition between Central Bank of Nigeria Team and Nigerian Social Insurance Trust Fund Team on December 12, 2020. It is worthy to note that the Branch started this Bankers Football Competitions since 2018 and this has attracted the attention of local league organisers and other relevant Government Agencies.
- CIBN Cross Rivers State embarked on Special Advocacy visit to the Speaker Cross River State House of Assembly; State Commissioner for Finance, Accountant-General and the Chief of Staff to the Governor.
- The first quarter meeting of Branch Chairmen and Secretaries in the zone was held March 12, 2021. The meeting deliberated on matters of interest that will move the Branches in the Zone forward.
- Delta State Branch held a successful Financial Literacy Week Programme between March 22-26, 2021. The branch visited Federal Government College Delta and Delta State Polytechnic, Ogwashikwu where the students were engaged in an interactive session. The Rector and Management Team of the Polytechnic were engaged in strategic session on a couple of mutually beneficial issues. To cap the event, Prizes were given to outstanding students while donations were made to the institutions by the branch. The programme was covered by the largest TV Network in Africa, the NTA.
- Bayelsa State gave a total of 44 scholarships to Banking & Finance Students of Niger Delta University (9) and Federal University Otuoke (35). The scholarship covered Membership Registration and Examination fees. The Branch also donated Study Packs, CIBN textbooks and journals to the Banking and Finance departments of the Institutions.
- Enugu state Branch held a colourful blended virtual Bankers' Forum on March 26, 2021, which attracted dignitaries/stakeholders from the State.

2.2.4 South West Zonal Office - Oshogbo

The South-West Zonal Office is responsible for the coordination of the Institute's activities in Seven (7) States (Edo, Ekiti, Kwara, Ogun, Ondo, Osun, and Oyo States). The Zone also manages Thirty – Three (33) Linkage institutions.

- The Ondo State Government allocated a parcel of land to CIBN for the construction of the Branch Secretariat on July 7, 2020.
- CIBN Kwara State Branch held her election on Saturday, July 25, 2020 at the State Secretariat.
- CIBN Osun State Branch paid a courtesy visit to the National Association of Microfinance Banks, Osun State Chapter on Thursday, August 6, 2020 to discuss issues around membership drive.
- CIBN Ogun State Branch organized a webinar programme on the Topic: Banking and Finance Education in the Digital Revolution Era on Friday August 21, 2020 with over 100 participants in attendance.
- CIBN Kwara State Branch Executives had a virtual engagement meeting with the President/Chairman of Council on Tuesday, October 20, 2020.
- The Kwara State Chairman and other selected senior members of the Institute visited Kwara State Polytechnic, Ilorin, Kwara State for Linkage accreditation on Monday, November 23, 2020 CIBN
- Kwara State Branch conducted webinar on Growing the Economy in a difficult Time on December 15, 2020. The event had 112 participants in attendance.
- CIBN Oyo State Branch held her AGM on Tuesday, December 15, 2020
- The Ogun State Government allocated land to CIBN for the construction of a Banking School and Branch Secretariat on January 6, 2021.

- The Osun State Branch and the Zonal Coordinator Mr. Oladimeji Durojaiye, MCIB delivered career talk to the students at Osun State College of Technology, Esa-Oke on Monday, February 1, 2021 during the schools Bankers day.
- The Osun State Branch visited Fountain University, Osogbo, Osun State Tuesday, February 2, 2021 to sensitize the student on the need to register as a member and to write the Institute's exams.
- CIBN Ondo State Branch Executives had a stakeholder engagement meeting with the President/Chairman of Council on Thursday, February 25, 2021
- CIBN Ogun State Branch Executives had a virtual engagement meeting with the President/Chairman of Council on Tuesday, March 2, 2021.
- The Osun State Branch delivered a paper on "The Role of The Chartered Institute of Bankers of Nigeria in shaping the future of Banking Graduates" in Osun State university NABAFS Annual Bankers' Day on Thursday, March 4, 2021
- Oyo state branch held its Election of new executive officers on Thursday, April 22, 2021

2.3 Branches of the Institute

2.3.1 Local

The Institute has a total of thirty-six (36) State branches in the country. In the year under review, a total of nine (9) state branches held their Annual General Meetings. The branches are: Kwara, Oyo, Abuja, Delta, Abia, Bayelsa, Rivers, Katsina and Lagos. It is imperative to note that Lagos State branch held its first virtual Annual General Meeting on June 13, 2020, setting the record as the first branch of CIBN to do so.

The various branches also executed several activities/programmes in line with the mandate of the Institute. This include among others;

- Webinar courses, seminars and workshops on various topical subjects
- Career Talks in secondary schools and tertiary institutions
- Linkage programme monitoring
- Stakeholder engagements
- Health Walk for fitness and football competition.
- Tutorial classes for student members.

2.3.2 Foreign

The institute's foreign branches namely, United Kingdom, Canada and USA continued to provide platforms for CIBN members in diaspora to interact, socialize and network. Despite the outbreak of the global pandemic which hit America and UK significantly, the branches continued to wax stronger. Below are some of the laudable activities/programmes carried out by our foreign branches during the year under review:

- The CIBN Canada branch held its AGM/Election on April 2, 2020
- The CIBN Canada branch held a webinar on Banking and Finance Career Path with the theme: Transitional into Business Analysis on May 23, 2020
- The CIBN Canada branch held its Spring Meet & Greet, a virtual townhall with members on July 3, 2020.
- The CIBN United Kingdom branch held its Election on October 17, 2020
- The CIBN United Kingdom branch held its AGM/Inauguration of new Executives on January 9, 2021
- The CIBN USA Branch held two Branch meetings during the pandemic to encourage members and commiserate with those who lost their loved ones to the pandemic.
- The CIBN USA Branch held a Meet and Greet session for new members of the branch on March 12, 2021.
- The CIBN USA Branch Biannual Conference was scheduled to hold in May 2020 but had to be postponed due to the pandemic.
- The CIBN United Kingdom branch held its General Meeting on April 24, 2021

2.4 2020 Branch and Stakeholders' Awards

The Fifth Edition of the Branch and Stakeholders' award instituted to foster innovation, productivity and competitiveness among the branches was held during the 13th Annual Banking and Finance Conference which took place on September 15 - 16, 2020, at Transcorp Hilton Abuja. Prizes were presented to deserving winners during the event. The categories and the criteria for the awards are as follows:

S/N	Category of Award	Criteria
1	Best Branch in Membership Drive in the Year 2020	Branch with the highest number of Membership Registration in the year
2	Best Branch in Organization of Activities & Functions in the Year 2020	Branch with the highest number of impactful membership development activities such as AGM, Dinner, Bankers forum/Lecture, Stakeholders Engagement, Special Programmes
3	Overall Best Branch in the Year 2020	Branch with the Highest Score from the Branch KPI Assessment Scorecard.
4	Best Linkage Institution in the Year 2020	Institution with highest number of Membership Registration, Exam Registration, and payment of Annual Subscription
5	Best Bank Academy in the Year 2020	Bank Academy with the highest number of Membership Registration
6	Most Supportive Microfinance Bank	MFB with the highest number of members that paid annual subscription.

The table below captures the category and recipients of the awards

S/N	Award Category	1 ST Place	2 ND Place	3 RD Place
1.	Best Branch in Membership Drive in the Year 2020	Lagos State Branch	Oyo State Branch	Abuja Branch
2.	Best Branch in Organization of Activities & Functions in the Year 2020	Lagos State Branch	Cross River State Branch	Ogun State Branch
3.	Overall Best Branch in the Year 2020	Lagos State Branch	Bayelsa State Branch	Anambra State Branch
4.	Best Linkage Institution in the Year 2020	The Polytechnic Ibadan	Lagos State Polytechnic	Federal Polytechnic, Nasarawa
5.	Best Bank Academy in the Year 2020	Access Bank	Standard Chartered Bank	Ecobank Nigeria
6.	Most Supportive Microfinance Bank	NPF Microfinance Bank	ACCION MicroFinance Bank	LAPO Microfinance Bank

2.6 2020 CIBN Graduates Induction and Prize Awards Day

The 2020 CIBN Graduates' Induction and Prize Awards Day was held virtually on Saturday, August 29, 2020. The programme which was Chaired by the President/Chairman of Council, Dr. Bayo Olugbemi, FCIB, had a total of one thousand, one hundred and ninety-nine (1,199) persons in attendance.

The Guest Speaker, Prof. Olayinka David-West, Prof. of Information Systems, Lagos Business School delivered an insightful presentation on the theme "Digital Economy: The Role of Professional Bankers" while the Special Guest of Honour, Dr. Isa Ali Ibrahim Pantami, Honourable Minister for Communications and Digital Economy delivered a special address.

The high point of the event was the conferment of the status of Microfinance Certified Banker (MCIB) on 640 candidates who completed the Microfinance Certification Programme and Associateship (ACIB) on 677 candidates who successfully completed the ACIB Programme (622 via Regular Examination route, 35 via the Chartered Banker MBA programme and 20 via MSc/ACIB Linkage Programme)

2.7 Fellowship Investiture

2.7.1 Special Fellowship Investiture

Following the Governing Council's approval Mr. Fola Adeola, OFR, Founder Guarantee Trust Bank was conferred with the Honorary Fellowship of the Institute during a Special Investiture ceremony held on Tuesday, August 25, 2020, at the Governing Council Chamber, Bankers House, PC 19, Adeola Hopewell Street, Victoria Island, Lagos.

2.7.2 2020 CIBN Fellowship Investiture

The 2020 CIBN Fellowship Investiture was held on Saturday, December 5, 2020 at Queens Park Events Centre, Water Corporation Way, off Ligali Ayorinde Street, Victoria Island, Lagos at 11:00a.m. The programme which was originally scheduled for Saturday October 24, 2020 had to be re-scheduled due to the end SARS protest which turned sour following the October 20, 2020 incident that resulted into pockets of violence across the country.

The President /Chairman of Council, Dr. Bayo Olugbemi, FCIB, gave the welcome address. He congratulated all the honorees /investees who he believed truly deserve

the honour and informed them that the Institute, the banking industry, and the entire world is looking up to them for greater impacts. He charged the awardees to be worthy role models cum brand ambassadors of the Institute and to continue to uphold ethical conduct/professional values, to raise the brand equity of the Institute as well as the entire banking profession.

The Chairman of the Occasion, Mr. Ernest Ebi, MFR, FCIB, Former Deputy Governor, Central Bank of Nigeria & the Immediate Past Chairman, Fidelity Bank Plc in his special remarks, appreciated the leadership of the Institute for giving him the opportunity to chair the occasion. He congratulated all the investees and enjoined the Honorees to keep up their good works. He recounted the devastating effects of COVID-19 pandemic and some interventions government had put in place to cushion the effect of the crisis.

He called on the banks to re-examine their focus and understand their customers' New Normal needs and how to meet them. To achieve this, he observed the need for the banks to adopt a new operating model that supports economic recovery, ensure efficiency and resilience to weather the storm. According to Mr. Ebi, the banks also need to pay more attention to their risk management practices given that one of the imminent effects of the pandemic, is loan defaults. The banks were also advised to optimize in the long-term the option of working remotely, given that the banks working environment may never return to the Pre-COVID-19 era.

The Guest Speaker, Mr. Kunle Elebute, Chairman KPMG Africa, delivered the Investiture Address on the theme, "Financial Services in a Post COVID-19 Environment: Strategic Imperatives". Mr. Elebute displayed mastery of the subject matter and used empirical data to substantiate his submissions on the subject. He particularly highlighted the significant roles fintech is playing

in the banking industry, which he said will increase in the Post-COVID-19 era.

He recommended that banks should focus on the following imperatives in the Post-COVID-19 era:

- Harnessing the shift to a digital economy.
- Accelerating play in underserved segments of the market and driving product penetration.
- Focusing on managing cost and emergence of new operating models.
- Building a strong and Resilient Balance Sheet.
- Rebuilding the risk management play book.
- Adapting to new ways of working.

The Special Guest of Honour at the event, the Governor, State of Osun, His Excellency, Mr. Gboyega Oyetola whilst delivering his Goodwill Message, expressed delight to be part of the auspicious occasion. He thanked the Institute for considering him worthy of the invitation as the Special Guest of Honour at the event. He congratulated all the investees and the leadership of the Institute for the choice of the theme of the event which he considered as very apt. He called on the banks to consider and increase investment in technology to enable financial services get to more people especially at the hinterlands. He also called on the banks to come to the aid of the various tiers of government by funding some of the critical projects and programmes considering the liquidity crisis the government is currently facing. He charged banks to support the Small and Medium-sized Enterprises (SMEs) in capacity building and equity investment.

The high point of the event was the conferment of Honorary Senior Membership (HCIB) on one hundred and one (101) candidates while sixty-four (64) Associates were elected Fellows (FCIB). Nineteen (19) distinguished personalities were conferred with the Honorary Fellowship (FCIB) of the Institute. The distinguished 19 honorees are as follows:

- Dr. Adesina, Akinwumi Ayodeji, President, African Development Bank
- Professor Kallon M. Kelfala, Governor, Bank of Sierra Leone
- Mr. John S. Davies III, President, West African Bankers Association (WABA)
- Dr. Sogunle, Ademola Akinbiyi, Group CEO, Stanbic IBTC Holdings
- Mr. Pitan, Olukayode Adegunle, MD/CEO, Bank of Industry
- Mr. Onyeagwu, Ebenezer Nduka, HCIB, GMD/CEO, Zenith Bank Plc

- Mr. Adebise, Ademola Abimbola, HCIB, MD/CEO, Wema Bank Plc
- Mr. Suleiman, Abubakar, HCIB, MD/CEO, Sterling Bank Plc
- Mr. Akpani, Walter, MD/CEO, HCIB, ProvidusBank Plc
- Mr. Manjang, Lamin Kemba, HCIB, MD/CEO, Standard Chartered Bank Limited
- Arc. Dangiwa, Ahmed Musa, HCIB, MD/CEO, Federal Mortgage Bank of Nigeria
- Mr. Duroha, Anya Edmund, HCIB, Former MD/CEO, Nova Merchant Bank Ltd
- Otunba. Bimbo Ashiru, Director, Odua Investment Company / Former Commissioner for Commerce and Industry, Ogun State
- Mrs. Caroline Chidiebere Anyanwu, HCIB, Former Deputy Managing Director, Diamond Bank Plc
- Mrs. Chijioke Nkechinyere Ugochukwu, HCIB, Former Executive Director, Fidelity Bank Plc
- Mr. Akinwumi Godson Fanimokun, HCIB, Former MD/CEO, First Bank Pension Custodians Ltd,
- Prince. Abimbola Olaniyi Olashore, Director, Lead Capital Plc
- Mr. Hafiz Ololade Bakare, HCIB, Former MD/CEO, Keystone Bank Limited
- Mr. Michael Uchenna Chukwu, HCIB, Former MD/CEO, Spring Bank Plc

The Investiture ceremony was witnessed by a total of 699 persons, physical attendance was 227 while virtual attendance stood at 472.

2.8 2020 Entrepreneurship Development Programme/Public Presentation of Practice

License/Seal

The 2020 Entrepreneurship Development Programme/Public Presentation of Practice Licence of the Institute was held on Wednesday, November 25, 2020 at Ijewere Hall, Bankers House with the theme "Leveraging Technology & Innovation for Entrepreneurial Success". The event that was Chaired by Dr. Bayo Olugbemi, FCIB, President/Chairman of Council, had the following dignitaries in attendance:

- Office Holders, Members of the Governing Council and Past Presidents of the Institute
- Special Guest of Honour: Mr. Nath Ude, ACIB, HCIB, MD/CEO Nova Merchant Bank,
- Guest Speaker: Mr. Yinka Daramola, HCIB, CEO QuCoon Limited/ Founder Rubies Digital Bank.
- Moderator: Mr. Ike Williams, ACIB, HCIB, Former Director Services/ Chief Information & Technology Officer, Heritage Bank Plc & CEO, Trio Tec Limited.
- Panellists: Dr. Ayotunde Coker, HCIB MD/CEO Rack Centre and Mrs. Eduofon Japhet, Group Head Business Solution Guaranty Trust Bank Plc.

It is imperative to mention that members of the TETFUND Research and Development Standing-Committee on ICT-Digital Economy Thematic Group, ably led by Professor Bashir Galadima (Chairman) and Mr. 'Seye Awojobi, FCIB (Vice Chairman), attended the programme as part of their scheduled study tour to understudy some notable institutions in the country.

The highpoint of the programme was the presentation of CIBN Licence and Seals to 22 members of the Institute who have fulfilled the conditions for the grant of the Licence and have been approved by the Governing Council. The programme had a total of 350 participants (virtual and physical) in attendance.

2.9 CIBN/RIMAN Certified Risk Manager (CRM) Induction

(a) 2020 CIBN/RIMAN Certified Risk Manager (CRM) Induction

The 2020 CIBN/RIMAN CRM Induction was held on Saturday, November 7, 2020 via the zoom virtual platform. The programme which had Dr. Bayo Olugbemi, FCIB, President/Chairman of Council, CIBN and Ms. Folakemi Fatogbe, CRM, Chairman, Board of Trustees, RIMAN as the Special Guests of Honour had a total of seventy five (75) Persons in attendance.

The Guest Speaker, Dr. Nosike Agokei, FCIB Seminar Director Cowrie Partners Lagos spoke on the theme of the event The 'New Normal' - Emerging Issues in Corporate Governance. Mr. Magnus Nnoka, CRM, President of RIMAN presented the welcome address while Dr. Bayo Olugbemi, FCIB, President/Chairman of Council, CIBN and Ms. Folakemi Fatogbe, CRM, Chairman, Board of Trustees, RIMAN gave their special remarks respectively.

The high point of the event was the conferment of the status of Certified Risk Manager (CRM) on the following 23 graduates who passed the Certification Programme

(b) 2021 CIBN/RIMAN CRM Induction

The 2021 CIBN/RIMAN CRM Induction was held on Saturday, March 27, 2021 via the zoom virtual platform. The programme which had Dr. Bayo Olugbemi, FCIB, President/Chairman of Council, CIBN and Ms. Folakemi Fatogbe, CRM, Chairman, Board of Trustees, RIMAN as the Special Guests of Honour had a total of ninety (90) Persons in attendance.

The Guest Speaker, Mr. Lamin Manjang, FCIB, MD/CEO Standard Chartered Bank Ltd spoke on the theme of the event 'Leading through Crisis: Leveraging strategic risk management". Mr. Magnus Nnoka, CRM, President of RIMAN in his welcome remarks while Dr. Bayo Olugbemi, FCIB, President/Chairman of Council, CIBN gave the special remarks.

The high point of the event was the conferment of the status of Certified Risk Manager (CRM) on 21 graduates who passed the Certification Programme; Mr. Oladipupo Olaseni Oyefuga, CRM was presented an award as the overall best graduating student after coming out as the best student at each of the three levels of the examinations.

2.10 CIBN Mentoring Scheme Relaunch

The CIBN Mentoring Scheme was conceived as a capacity building initiative geared towards developing the capacity of young bankers by exposing them to experienced professionals. The Scheme which was introduced in 2012 was repackaged and re-launched on Thursday, February 18, 2021. The relaunch was necessitated by the fact that the Scheme had been fortified and enriched with more features for the benefit of participants. The enhanced scheme which went live on June 17, 2020 with over 600 Mentors and Mentees nominated by Managing Directors of banks in Nigeria now runs on a mobile responsive, user-friendly application.

The official relaunch took place virtually with over 570 participants (392 via zoom, 178 via Youtube) in attendance from across the globe. The President/Chairman of Council, Dr. Bayo Williams Olugbemi, FCIB, gave the welcome address. He welcomed all the participants/stakeholders and expressed his delight at having them on the platform.

The Special Guests of Honour Mr. Lamido Yuguda, Director-General, Securities and Exchange Commission and Mr. Tijjani Borodo, HCIB, FloD, Partner, Tijjani M. Borodo & Associates, Legal Practitioners, gave special remarks at the event, they commended CIBN for the novel initiative that will help ensure safety, soundness and sustainability of the banking industry.

The Guest Speaker, Mrs Nneka Okekearu, Deputy Director, Enterprise Development Centre, Pan Atlantic University, delivered a presentation on the theme “Mentoring: Unlocking Career Potentials and Possibilities” while a panel of discussants gave their perspectives on the subject. Members of the discussion panel are as follows:

- Mrs Bukola Oluyadi, Ag. Group Head, Customer Value Management Strategic Communication, Polaris Bank (Moderator)
- Mr. John Obaro, MD/CEO Systemspecs. (Panellist)
- Mrs Yemisi Lowo-Adesola, HCIB, MD/Head, Financial Institution, Africa, Standard Chartered Bank Ltd. (Panellist)
- Ms. Opeyemi Oduwole, Country Head, Private Banking, Sterling Bank Plc. (Panellist)
- Ms. Chinwe Egwim, Senior Economist, FBNQuest Merchant Bank. (Panellist)

The mentoring scheme was formally flagged-off by the President/Chairman of Council, Dr. Bayo Olugbemi, FCIB while two mentors (Mr Friday Idise and Mrs Omowunmi Kalejaiye, HCIB) and two mentees (Ms Chinwe Obi and Ms Elohor Omologe) gave testimonials about their experiences on the scheme and the value they have derived.

The Chairman CIBN Mentoring Advisory Committee, Mr. Nnamdi Okonkwo, FCIB, former MD/CEO Fidelity Bank gave the closing remarks while the Registrar/Chief Executive, Mr. 'Seye Awojobi, FCIB, gave the vote of thanks.

2.11 Group Life Insurance

The CIBN Group Life Insurance Scheme was in place for professional members throughout the year under review. A total of **5281** professional members were covered on the Scheme in the year 2020.

In the year under review, the beneficiaries/spouses of two deceased Fellows of the Institute, Late Mr. Sunny Ogunfadebo, FCIB and Late Chief Olufemi Odekunle, FCIB who were financially up to date before their demise, were paid the sum assured of N1,000,000 each by the Insurance company.

It is important to mention that the CIBN Group Life Insurance Scheme is still place for Professional members of the Institute. All that is required to be covered under the scheme is to be financially up to date in the payment of annual subscription. The scheme provides coverage for Professional members who are below 70 years of age.

2.12 Transition into Glory

A total of Fourteen (14) members passed unto glory in the period under review, may their gentle souls rest in peace. The table below captures the details of deceased members.

S/N	NAME	AGE	CATEGORY	MEMBERSHIP NUMBER	DATE OF DEATH
1.	Mr. Afolabi Aderoju Sorunke	50	ACIB	3027	May 25, 2020
2.	Mr. Sunny Olorunwa Ogunfadebo	67	FCIB	327	June 16, 2020
3.	Chief Cornelius Olufemi Odekunle	63	FCIB	2220	August 27, 2020
4.	Sir Shedrack Okeoma Nwagbo	82	FCIB	219	July 31, 2020
5.	Mr. Aloysius Nwankwo	56	FCIB	2030	August 2020
6.	Chief Godson Uzoukwa Evulukwu	75	FCIB	153	October 21, 2020
7.	Mr Ifeanyi Agabus Anumudu	61	FCIB	645	October 26, 2020
8.	Dr. Amachukwu Chibuzor Okezie	71	FCIB	36897	November 27, 2020
9.	Dr. (Mrs) Roseline Oluwatoyin Oluitan	58	FCIB	2163	January 24, 2021
10.	Mr. Elias Seindemi Ogunleye	46	HCIB	111991	January 23, 2021
11.	Mr. Olufemi Abayomi Coker	49	FCIB	1314	February 8, 2021
12.	Mr. Francis Chimezie Diele	56	HCIB	100835	February 13, 2021
13.	Dr. James Akinola Oguntodu	48	FCIB	71499	February 21, 2021
14.	Prof. Joshua Adewale Thompson Ojo	80	FCIB	264	March 17, 2021

3.0 CAPACITY BUILDING AND CERTIFICATION

3.1 Educational Development Services

3.1.1 Accreditation of Tuition Centres, Microfinance Training Service Providers, Educational Training Service Providers and Unsolicited Accreditation of Institutions/Professional Bodies

The process of setting standards and improving the quality of trainings provided by the Educational Training Service Providers and Tuition Centres continued in the year. As such, Three (3) Tuition Centres were accredited and One (1) re-accredited respectively to join the ranks of the organisations preparing candidates for the Banking Professional and Certification Examinations.

In the same vein, a total of twenty (20) Educational Training Service Providers were accredited; Four (4) out of which were unsolicited and one individual making it the first-time accreditation would be granted to an Individual.

List of Accredited Tuition Centres

S/N	Newly Accredited Tuition Centres
1	Cees Assist Resources Limited
2	JK Consulting Co. Limited
3	Mikon Institute

S/N	Re-Accredited Tuition Centre
1	Leading Edge Business School

List of Accredited Educational Training Service Providers

S/N	Newly Accredited Educational Training Service Providers
1.	Dale Carnegie Nigeria
2.	Dbrown Consulting Limited
3.	Don Mitchelle & Co Limited
4.	Echad Consulting Services
5.	Interswitch Limited
6.	Kennedia Consulting Limited
7.	Kloverharris Limited
8.	Knowledge Beyond Limited
9.	Mactay Consulting Limited
10.	Mr Kalu Kalu Agwu, HCIB (Individual)
11.	NLP Nigeria Limited
12.	Success for ALL Limited
13.	People Capacity Management Limited
14.	People Productivity Solutions Nigeria Limited??
15.	The Fintech Institute Limited
16.	Ultravantages Solutions

S/N	Institutions/Professional Bodies with Unsolicited Accreditation
1.	Association of National Accountants of Nigeria (ANAN)
2	Association of International Certified Professional Accountants (AICPA –CIMA)
3.	The Nigerian Stock Exchange X-Academy
4.	The Institute of Chartered Secretaries of Nigeria (ICSAN)

3.1.2 Accreditation of Bank Academy

One (1) Bank Academy each was accredited and re-accredited respectively to continue the pursuit of the agenda of developing highly competent professional bankers as follows:

Newly Accredited Bank Academy	Re-Accredited Bank Academy
Lotus Bank Academy	NDIC Academy

With this development, the number of Academies/Learning Centers accredited till date rose to Twenty-one (21). Apart from standardizing and ensuring the qualities of the Programmes at the Academies, the accreditation guaranteed the grant of generous exemptions to the graduates of the Academies thereby facilitating early qualification as Professional Bankers (ACIB).

Additionally, the Ecobank Academy Accreditation was reviewed to include its Advanced Officer Development Programme (AODP).

The accredited Academies are being closely monitored to ensure continuous maintenance of the standards and compliance with the terms of the accreditation.

3.1.3 Competency Framework for the Nigerian Banking Industry

As the Sole Accreditation Agency for the Implementation of the Competency Framework in the Nigerian Banking Industry, the Institute has continued to carry out the Terms of Reference of its engagement.

The impact of the Competency Framework in the past four (4) years of its implementation, are as follows:

- i. Twenty-one (21) bank academies have been granted accreditation.
- ii. Ninety-three (93) Educational Training Service Providers (ETSPs) and their Programmes have been accredited thereby greatly improving the quality of the programmes and ensuring continuous enhancement of human capital and lifelong learning.
- iii. The competencies of workforce in the banking industry has greatly improved as more staff of banks had qualified for the job roles they perform.
- iv. Standardization of Job descriptions in banks.

To evaluate the impact of the accreditation Exercise on the overall performance of ETSPs and the quality of training provided to banks, an impact assessment Survey was carried out. The outcome of the survey provided that:

- The quality of faculty engaged by ETSPs has improved based on their qualifications, presentation/ delivery and expertise on the subject matter.
- The level of patronage from Banks had been favourable.
- ETSPs have positive effect on capacity building and productivity of bank staff.

3.1.4 Linkage Programmes

In its quest to deepen partnership with tertiary Institutions, the Institutions under the Linkage Partnership Programme has grown with the addition of three (3) to sixty-eight (68) from sixty-five (65) within the period under review. These institutions are as follows:

ACIB/B.Sc/HND Banking & Finance and Other Social Science Courses

- Al-Oalam University, Katsina, Katsina State
- Port Harcourt Polytechnic, Rumuola, River State
- University of Maiduguri, Borno State

3.1 Exemptions

A special discount of 50% on Exemption Fees was granted to student members from May 1, 2020 to August 31, 2020 to serve as an incentive to cushion the economic effects of the global COVID-19 Pandemic.

A total of two thousand, four hundred and thirty-seven (2437) students (31% more than one thousand, seven hundred and eighty-six (1786) of

last year) took advantage of the gesture to apply for exemption utilizing all the routes to the Professional Banking Examinations.

3.2 Certification Programmes

3.3.1 Two new Certification Programmes were approved by the Governing Council during the year to bring the total to seventeen (17). These are:

- Professional e-Payment Certification Programme
- Certification on Public Sector Banking and Finance

The Professional e-Payment Certification is designed to broaden/deepen the electronic payment knowledge among Practitioners and new entrants while the Certification on Public Sector Finance is to equip candidates with the pre-requisite knowledge and competencies to efficiently handle financial needs of the Public Sector. The Institute held a press conference to officially launch the e-payment certification Programme on February 23, 2021.

3.3.2 Certified Risk Manager Certification Examination (CRM)

Twenty-one (21) candidates completed in the only diet of the examinations of Certified Risk Managers Certification Programme conducted in collaboration with Risk Management Association of Nigeria (RIMAN) in the year under review as against Twenty-three (23) candidates who completed in the two diets in 2019. It would be recalled that only a diet of the examinations could hold in the year as a result of COVID-19 pandemic and its attendant social restrictions. A total of one hundred and sixty-two (162) candidates sat for the examinations in 2020 as against two hundred and twenty-six (226) in 2019.

3.3.3 Microfinance Certification Programme (MCP)

The new Syllabus for the Microfinance Certification Examination constituted the only basis of the examinations in the year 2020 following the one-year transition period during which it ran concurrently with the old one. The candidates were examined on the following subjects:

- i. The Evolution Management and Regulation of Microfinancing
- ii. Financial Analysis and Performance Monitoring in Microfinance Institutions
- iii. Product Development and Marketing Management
- iv. Risk Management and Internal Control in Microfinance Institutions
- v. Ethics and Corporate Governance

Elective

- vi. Digital Finance in Microfinance Institution
- vii. Small and Medium Enterprises Management and Development

Meanwhile, a total of one thousand three hundred and twenty-six (1,326) candidates sat for the only diet of the examinations which took place in the year under review as against two thousand, seven hundred and fifteen (2,715) who wrote the two diets in 2019. In the same vein, four hundred and ten (410) candidates completed the Programme in 2020 while nine hundred and two (902) completed in 2019.

3.3.4 Treasury Management Certification (TMC) Programme

The enrolment for the Treasury Management Certification (TMC) Programme in collaboration with The Financial Markets Dealers Association of Nigeria (FMDA) decreased to nine (9) candidates in the only diet of the examination as against eighteen (18) in 2019. In the year under review, no candidate qualified as against two who qualified in 2019.

3.3.5 Relationship with the Sub-Committee on Competency and Industry Standards of the Bankers Committee.

Four thousand, seven hundred and Forty-two more staff of banks from Managers and below have completed the Ethics Compliance Certification Programme approved by the Governing Council bringing the total of those who completed the Programme to 76,444 (Seventy-six thousand, four hundred and forty-four) out of 94,010 (Ninety-four thousand and ten) enrolled from 25 Banks.

The Certification was approved by the Bankers Committee as an Annual Programme to facilitate the understanding of

Ethics and Professionalism in the banking sector in Nigeria as well as entrench a strong and consistent culture of customer-focused ethical standard among all employees of banks in Nigeria.

Meanwhile, arrangement is being finalized for the commencement of another stream of the Programme for the Managers and below and the debut stream for the Senior Management cadre from Senior Manager and above.

3.3.6 Strengthening of Capacity Building & Commoditisation of Competencies in the Banking Industry

The Institute sustained and strengthened its relationship with other professional associations with a view to enhancing the knowledge, skills and expertise of the members of the banking profession.

3.4 Examination Services

Due to the COVID-19 Pandemic and its attendant physical and social restrictions, there was only one (1) examination diet which was held in October 2020 against the tradition of holding it twice in year. A total of sixty (60) subjects of the Banking Professional & Certification Programmes were examined in all the CIBN Centres both in Nigeria and foreign outposts.

3.4.1 CIBN Offshore Examination Centres

The improvements in enrolment in the foreign outposts continued in the year under review with the support of the key stakeholders of the Banking Industries in the countries. Of particular mention, was the support of the Governor Bank of Sierra Leone who provided the facility for the examinations to take place in Freetown, Sierra Leone when British Council which had been the venue was not available.

The support of the members of the Executive Committee of the Sierra Leone Association of Commercial Banks who encouraged their members of Staff to write the examinations and prepare them was also appreciated.

I am extremely delighted to report that the maiden edition of the examinations was held in Zambia in the year under review. This brings the total number of foreign outposts where the Banking Professional Examinations are+ being conducted to six (6).

3.4.2 Conduct of Examinations

The written approvals of the Presidential Task force on Covid-19, the State Government and the Federal Capital Territory were

secured to enable the examinations take place where there are CIBN Examination centres.

Also, there has been continued innovation in the CBT mode of administering the examinations which was fully implemented in 2018. The Banking Professional Examinations have continued to attract more candidates as more banks are encouraging their staff to sit for the examinations.

A total of two thousand, eight hundred and two (2,802) candidates wrote the examinations and nine hundred and one (901) completed the Banking Professional Examinations.

3.4.3 Implementation of Remote Online Proctoring for Examinations

The Governing Council in the year under review approved the adoption of Remote Online Proctoring for the conduct of the Institute's examinations. This is a digital form of assessment which allows students to sit for examinations at any place or from any location of their choices with advanced security and monitoring features. Thirteen (13) prequalified service providers have been engaged and shortlisted to four (4) with the view to appoint one to handle the implementation of the initiative.

3.4.4 Management of Examinations Misconduct

In demonstration of the Institute's zero tolerance for examination misconduct, the three (3) candidates that were involved in the act during the October 2020 examinations were sanctioned accordingly by the Governing Council in line with the provisions of the Banking Professional Examinations Regulations and Syllabus.

3.4.5 Review of Policy on Examinations Misconduct

More provisions were added to strengthen the Policy of Examination Misconduct to address observed gaps thereby maintaining the sanctity of the examinations.

3.4.6 Examiners Reports

The Examiners Reports were promptly compiled and uploaded online to aid the candidates' preparation for the examinations.

3.4.7 The New Banking Professional Examinations Syllabus

The Governing Council at its meeting of November 28, 2019 considered and approved the Banking Professional Examinations and Certification Syllabi.

The Syllabi is to run concurrently with the existing Syllabus for April and October 2021 diets of the examinations and thereafter constitute the only basis for the examinations from April 2022.

The creation of awareness for the New Banking Professional Examination and Certifications Syllabi has commenced with the following activities:

- Engagement of critical Stakeholders of the Institute such as Examiners, Accredited Tuition Centre Operators (ATCOs), Heads of Department and Coordinators of Linkage Schools, Heads of Human Resources and Learning Academies of Banks and Heads of Sub-sectoral Associations in the Banking Industry, and Branch Officials of the Institute.
- Appearances on Arise TV and Proshare Web TV by the President/Chairman of Council, Dr. Bayo Olugbemi, FCIB
- Road Shows were held at the North-West, North-East, South-East, South-West Zonal Offices and National Secretariat Annex Abuja (NSAA) of the Institute and to further inform stakeholders about the New Syllabus giving them the opportunity to gain proper understanding of what it entails, its modalities as well as its structure. A total of Six Hundred and nine key stakeholders in the various zones attended the events.
 - o The Public Presentation of the New Banking Professional Examination and Certifications Syllabi held on Tuesday, March 30, 2021 via the Zoom platform. The event attracted critical stakeholders of the Institute from banks in Nigeria, The Gambia, Sierra Leone, Canada, UK and U.SA as well as Regulatory Agencies, Educational Institutions, and other thought leaders in the Financial Services Sector.

- o Amongst those present at the event who made remarks are Mr. Edward L. Adamu, FCIB, Deputy Governor, Corporate Services Directorate, Central Bank of Nigeria, Prof. Kelfala M. Kallon, FCIB Governor, Bank of Sierra Leone ably represented by the Sheikh Alhaji Yayah Sesay, Deputy Governor, Financial Stability, Bank of Sierra Leone, Mr. Abubakar Suleiman, FCIB, Chairman Bankers' Committee Sub-Committee on Competency Framework and Industry Standards & MD/CEO, Sterling Bank Plc, Mrs. Oluwatomi Somefun, FCIB, MD/CEO Unity Bank Plc, Engr. Abbati D. K. Mohammed, Ag. Executive Secretary, National Board for Technical Education (NBTE), Prof. Ademola Tayo President/Vice Chancellor, Babcock University, Ogun State, Mrs. Titilayo Akisanya, Chairman, FSS2020 Human Capital Development (HCD) Committee on Competency Framework & 1st Vice President, CIPM and Ms Rosie Ebe-Arthur, Group Head, Human Capital Management and Development, FBN Nigeria Ltd, & Subsidiaries.
- o Three Chief Executive Officers of other professional bodies and global partners; Ms Carrie Leung, Chief Executive Officer, Hong Kong Institute of Bankers, Mr. Simon Thompson, Chief Executive, Chartered Banker Institute and Dr. Azura Othman, Chief Executive Officer, Chartered Institute of Islamic Finance Professionals, Malaysia sent in Goodwill messages.
- o Mr. Patrick Akinwuntan, FCIB, Managing Director & Regional Executive Ecobank Nigeria Ltd presented the New Banking Professional and Certification Syllabi to the Global audience.

- o The Overview of the New Syllabus was presented by Mr. 'Seye Awojobi, FCIB, the Registrar/Chief Executive. The Welcome Address was delivered by Mr. Rotimi Omotoso, FCIB, Chairman, Capacity Building & Certification Committee while Dr. Bayo Olugbemi, FCIB, President/Chairman of Council made the opening remarks.

A total of Five Hundred and sixty-seven participants from various countries attended the event setting the tone for the takeoff of the new syllabus.

3.4.8 Development of Study Packs for the modules of the New Banking Professional Examinations Syllabus.

The development of Study Packs for 20 Modules of the New Banking Professional Examinations Syllabus commenced in the year under review with the commissioning of two Subject Matter Experts each for one Module.

3.4.9 Workshop for Examiners

As part of the efforts to enhance the quality of the Resource Persons, the 4th edition of the Workshop for Examiners with the theme "Designing Quality Assessment for Professional Certification" was held virtually on Tuesday, February 2, 2021. It was designed to train Resource Persons and build series of discussions around the techniques of setting quality multiple-choice, short answer as well as case study/essay questions in line with global best practices so as to maintain the high quality of the examinations.

A total of two hundred and sixty-two (262) Examiners attended the Workshop which was anchored by Test and Measurement Experts from the Faculty of Education, University of Calabar, Obafemi Awolowo University, Ile-Ife and University of Benin, Benin City as well as two (2) experienced Chief Examiners.

3.5 Strategic Collaborations/Partnerships

The Institute deepened partnership with its local and International strategic partners for the enhancement of the knowledge and skills of the industry practitioners. These Institutions include among others:

3.5.1 International Finance Corporation (IFC)

A Train-the-Trainers (ToT) Programme was organised and facilitated by International Finance Corporation (IFC) towards the activation of the Sustainable Banking Certification Programme. This was designed to create more awareness on

the current trends of the Nigerian sustainable banking principles as well as sensitise the stakeholders on the content of the Certification Programme.

The ToT which held as a 2-hour Webinar twice a week for four weeks, from Wednesday, May 13 – Friday, June 5, 2020, included case studies, assignments and examination on the final day. A total of fifty (50) out of eighty (80) participants who started the programme successfully completed the training. All the successful participants were given Certificates and a compendium of Resources

Meanwhile, the maiden examination for the Sustainable Banking Certification Programme has been scheduled to hold in April 2021.

3.5.2 Nigeria Inter-Bank Settlement System Plc (NIBSS)

In order to continue to provide opportunities to deepen the competencies of Employees in the banking Industry, the Institute entered into a collaboration with the Nigeria Inter-Bank Settlement System Plc to introduce a professional e-Payment Certification Programme which would set the standards for electronic payment expertise and deepen the knowledge among the practitioners and new entrants in the industry.

The maiden examination of the Certification Programme which has three (3) stages has been scheduled to hold in April 2021.

3.5.3 Death of Two members of the Capacity Building & Certification Committee

In the year under review, two members of the Capacity Building & Certification Committee, Dr. (Mrs) Rose Chizoba Ike-Anikwe, HCIB and Mr. Sunny Ogunfadedo, FCIB passed away. They were buried on March 12, 2020 and June 26, 2020 respectively.

3.6 Awards

3.6.1 Chartered Banker MBA (CBMBA) Scholarship Award

Mr. Charles Boyitie Oghenerukevwe of University of Benin emerged as the winner of the 3rd edition of the Chartered Banker MBA (CBMBA) Scholarship Award instituted for Best Graduating Student of a Linkage Institution. He competed with forty (40) other best graduating students in Banking & Finance department from Linkage Institutions in the two stages of written Assessment and Oral Interview.

The prize of the Chartered Banker MBA Scholarship Award is £16,000 (Sixteen Thousand pounds) which will enable him to undertake for the programme at no cost.

Meanwhile, Miss Okikiola Oladipupo of Covenant University, the winner of the maiden edition of the Award would complete the Programme in 2021 while the winner of the 2nd edition, Mr. Olasanoye Samuel Olajide of Adekunle Ajasin University has commenced lectures.

3.6.2 Third Edition of the Otunba (Mrs.) Debola Osibogun Awards

The third edition of the Otunba (Mrs.) 'Debola Osibogun National Essay Competition for Undergraduates of Banking and Finance in Nigerian Tertiary Institutions was won by Mr. Oluwatobi Sunday Abisoye of University of Lagos. The theme of the Competition was "Leveraging Big Data to enhance Sustainability in the Financial Services Sector".

In the same vein, Mr. Saubana Ogunpola, FCIB emerged the winner of the Examiners' Award for Excellence and Outstanding Performance.

The two awards were instituted by Otunba (Mrs.) 'Debola Osibogun, FCIB to broaden the knowledge as well as improve the writing skills of students of Banking and Finance in tertiary Institutions in Nigeria as well as excellence among the resource persons who play vital roles in the Examination's value chain.

Other winners of the two (2) Awards were as follows:

a. National Essay Competition

1st Runner Up

Chisom Stella Uche, University of Nigeria, Nsukka, Enugu State.

2nd Runner Up

Janet Olamide Oduola, Ekiti State University, Ado-Ekiti, Ekiti State

b. CIBN Examiner's Award for Excellence and Outstanding Performance

Category B – Best Assistant/Deputy Chief Examiner

Dr. Abayomi Onanuga, ACIB (Bank Lending and Credit Administration)

Category C – Best Examiner

Dr. Francis Obisesan, FCIB (International Trade and Finance)

All the Winners were presented with their Awards at the CIBN Graduates' Induction and Prize Awards ceremony, which was held on Saturday, August 29, 2020.

3.6.3 Courtesy Visits to the MD's of Sterling Bank Plc and Stanbic IBTC Holdings Plc

The Finalists of the Otunba (Mrs.) 'Debola Osibogun National Essay Competition for Undergraduates of Banking and Finance in Nigeria Tertiary Institutions, paid a virtual courtesy visit to Mr. Abubakar Suleiman, FCIB, the Managing Director/Chief Executive, Sterling Bank Plc and Mr. Demola Shogunle, FCIB, Chief Executive Officer, Stanbic IBTC Holdings Plc. The visit was an opportunity of a lifetime and life-changing experience for them.

3.6.4 Internship Opportunities

The Finalists of the Otunba (Mrs.) 'Debola Osibogun National Essay Competition were offered an Internship placement opportunity by Sterling Bank Plc. They have been officially communicated to by the Bank and are expected to commence upon completion of their Degree Programme

4.0 FINANCE AND CORPORATE SERVICES

4.1 Finance

4.1.1 Statutory Compliance

Statutory returns for taxes, pensions, social insurance were filed with the relevant agencies such as Tax Authorities, Pension Fund Administrator, Nigeria Social Insurance Trust Fund, and others as at when due.

4.1.2 Annual Development Fund and Corporate Subscription

The Annual Development Fund and Corporate Subscription paid by corporate members was N487,360,000.00 representing 98.98% of the total amount due for collection (N492,380,000.00) in the year under review. Below is the summary of the collections:

S/N	Name	Amount Due Tear 2020	MEMBERSHIP NUMBER	DATE OF DEATH
			₦	
1.	Regulators & Money Deposit Banks	475,000.000.00	475,000.000.00	
2.	Development Banks	10,000.000.00	8,500.000.00	1,500.000.00
3.	Mortgage Banks	1,200.000.00	1,000.000.00	200.000.00
4.	Microfinance Banks	6,180.000.00	2,880.000.00	3,320.000.00
	Total	492,380.000.00	487,380.000.00	5,020.000.00

4.1.3 Engagement of New External Auditors

The Institute appointed a new External Auditors named Messrs. Moore Stephens Rose Water at the Governing Council meeting of April 01, 2020. The new auditors will commence auditing of the Institute's Accounts from 2020 Financial Year.

4.2 Administration

4.2.1 Acquisition of landed property in Abuja.

As part of efforts towards positioning the Institute for continued relevance and impact, the Governing Council approved the purchase of a landed property for the Institute in the Federal Capital Territory Abuja. The property, which is situated at Plot 1479, Cadastral Zone AO3, No. 12, Oro Ago Crescent, off Muhammed Buhari Way, Garki 11 Abuja, to be known as "CIBN Abuja Bankers House". The building is expected to host the CIBN National Secretariat Annex and the headquarters of the Alliance of African Institutes of Bankers (AAIOB) Secretariat as well as make provision for lettable banking hall and office spaces for revenue generation.

The newly acquired property requires renovation to bring it up to a state-of-the-art edifice that befits the status of the Institute. The renovation project will soon commence as the Governing Council has given approval for the renovation project.

4.2.2 Engagement of Property Managers for CIBN Properties

In a bid to ensure enhanced efficiency in the management of Institute's properties, the Governing Council approved the engagement of an estate manager (J. Ajayi Patunola & Co) to manage the Institute's properties. In the first phase, the Estate Managers would be responsible for managing Bankers House Victoria Island, CIBN Learning Centre at Yaba as well as the newly acquired property at Plot 1479, Cadastral Zone AO3, No. 12, Oro Ago Crescent, off Muhammed Buhari Way, Garki 11 Abuja.

4.2.3 Completion of Sabbatical and Send-forth for Director CIBNCFS

The Management organized a send forth party in honour of Professor Olalekan Asikhia on November 3, 2020 in appreciation of his contributions while on sabbatical at the Institute as Director, CIBN Centre for Financial Studies.

4.2.4 Procurement of Laptops

Fourteen (14) additional laptops were purchased in the month of August 2020 for staff based on the need arising from the remote working model (work from home) occasioned by the New Normal in response to the COVID-19 precautionary protocols. Management took this decision to ensure that staff are productive and effective while working from home. The 14 laptops have been allocated to various divisions.

4.2.5 Acquisition of land in Ondo State

As earlier stated, after several concerted efforts, the aspiration of the Institute to acquire a land in Ondo State for the construction of the State Secretariat became a reality as the Governor of the State, Arakunrin Akeredolu, SAN, on July 7, 2020 allocated a parcel of land to the Institute. The 879.098 square meters land is located at Block D, Plot 1 beside Akure South Local Government Secretariat, along Olusegun Obasanjo/Ilesha Road, Akure. The Institute had paid for the land allocation fee of ₦542,700.00 (Five Hundred and Forty-Two Thousand, Seven Hundred Naira only) to the State Government while the processing of the C of O is in progress.

4.2.6 Acquisition of land in Ogun State

The Governor of Ogun State, Prince Dapo Abiodun, MFR, on January 6, 2021 graciously approved the allocation of land to CIBN in Abeokuta the State Capital for the construction of a Banking School and the State Secretariat. The 3,082.039 square metres land is located within the Secretariat Complex Acquisition along Abeokuta/Sagamu Expressway, Oke-

Mosan, Abeokuta, Ogun State. The land allocation fees had been paid to the State Government while the C of O is being processed.

4.2.7 Update on Renovation of the South-South Zonal Office

Following the approval of the Governing Council, steps have been taken to commence the renovation works of the office space allocated to CIBN by Heritage Bank Plc at its office located on Azikiwe Road Port Harcourt. The Zonal Office is scheduled to commence operations once the renovation works is completed in Q2 of 2021.

4.2.8 Institution of a Legacy Project in Linkage Institutions

In line with the agenda of the 21st President/Chairman of Council, Dr. Bayo Olugbemi, FCIB, as enshrined in his acceptance speech, the Governing Council at its meeting of March 18, 2021 approved the construction of a mini hall be constructed in selected Linkage institutions across the six geo-political zones of Nigeria and donated to the Banking & finance department as a Legacy project from the Institute. The proposed hall will have a 150 - 200 seating capacity fully furnished with air conditioning and will be equipped with modern multi-media communication gadgets. Management is currently working on execution of the project as approved.

4.2.9 Infrastructural Development of Zonal Offices and Branches

In furtherance of the actualization of the agenda of the President/Chairman of Council, Dr. Bayo Olugbemi, FCIB, the Governing Council at its meeting of

March 18, 2021 also approved the infrastructural development of land/landed properties of Zonal offices and Branches across the country. The approved projects are as follows:

- i. Development of the institute's land in Owerri and Osogbo (South-East and South-West Zonal offices).
- ii. Financial support for the renovation of the Institute's property in Ilorin, Kwara State Branch.
- iii. Financial support for CIBN Lagos State branch, for the construction of its permanent Secretariat located at 310, Murtala Muhammed Way, Yaba, Lagos.
- iv. The North-West Zonal office should source for a property that can serve the purpose of the New Nigeria Development Company Ltd (NNDCC) project as well as accommodate the Zonal Office.

4.2.10 Allocation of Office Space to Association of Bank Legal Advisers & Company Secretaries

Following a request for allocation of an office space from the Association of Bank Legal Advisers & Company Secretaries, an office has been allocated to the Association on the fifth floor of Bankers House, Victoria Island, Lagos to serve as the Secretariat of the Association. This is in recognition of the value which the Institute has and continues to derive from the sectoral body and this gesture will further the collaboration between the body and the Institute.

4.3 Human Resources

4.3.1 Employee Staff Strength

At the end of the year 2020, the Institute had a total of Seventy-Two (72) Core staff supported by Thirty (30) outsourced personnel and one (1) National Youth Service Corp member.

4.3.2 Employee Engagement, Confirmation, Promotion and Resignation

4.3.2.1 Employee Engagement:

Identified areas of Human Capital gaps were closed to ensure optimal work efficiency and to enable the Institute meet its operational requirements. One (1) outsourced staff, two (2) NYSC and One (1) Industrial Trainee were engaged during the period.

4.3.2.2 Confirmation of Appointment

The appointment of a Deputy Director, Membership Services

Division Mr. Akin Morakinyo was confirmed with promotion to the grade of Director upon successful completion of his probation period with satisfactory performance during the review period.

4.3.2.3 Staff Promotion

Based on the 360 Degree 2020 work force performance appraisal, a total of Twenty-Six (26) core staff and six (6) outsourced staff were promoted. Other staff who performed well were awarded merit increments in their emoluments.

In line with the strategic plan and to ensure career progression, some staff were re-deployed to various units to acquire more skills as well strengthen some of the departments where gaps have been identified.

4.3.2.4 Resignation and Disengagement

During the year, the following categories of staff resigned from the services of the Institute:

One (1) middle management staff, One (1) Senior Management Staff, three (3) Outsourced staff resigned from the services of the Institute while two (2) NYSC and One (1) IT staff completed their services with the Institute.

4.3.3 Staff Training & Development

Staff Training and Development continues to attract prominent attention as staff of the Institute were sent on various training programmes despite the Covid-19 pandemic. Staff were enrolled for local and international online training programmes to ensure their continuous capacity development and performance improvement on the job.

A total number of 82 staff, comprising core and outsourced staff participated at various local and International online and physical trainings covering Leadership, team building, Corporate Governance, Relationship Management Communication & Interpersonal Skills, Employee engagement and Emotional Intelligence courses, remote working, Risk Management, Decision making, Strategic thinking, translating strategy into results and Remote auditing.

To further enhance the career pursuit and self-development of the staff, Management created an enabling environment for personal development. Currently a total number of seven (7) staff are running MBA programmes in both local and international universities while some qualified as professionals in their fields of choice such as Accounting and Personnel Management.

4.3.4 Staff Welfare

Staff welfare was given necessary attention in the year especially due to the peculiarity of the year. All staff related activities such as weddings, child dedication and naming ceremonies and birthdays were fully supported in line with existing policies. Four Staff members also benefitted from paternity and maternity leaves during the year.

4.3.5 Productivity Bonus

In appreciation of excellent performance despite the Covid-19 Pandemic and its economic challenges, the Office Holders and the Governing Council magnanimously approved the payment of productivity bonus to all staff to further motivate them for greater performance.

4.3.6 Best Staff Awards

Mr. Ifesinachi Ngadi, Officer II, Legal & Council Affairs/International Relations emerged as the winner of the 2020 Best Staff Award. The award, which was endowed by the former Registrar/CE, Dr. Uju. M. Ogubunka, FCIB is aimed at motivating staff members to achieve exceptional performance in all assigned responsibilities whilst remaining committed to the Institute's core values.

4.3.7 Health Insurance

Members of Staff and their dependants continued to enjoy the benefits of the health Insurance scheme through the HMO Plan. Health tips, awareness and updates on Covid-19 pandemic were provided for staff via emails by the HMO Provider.

The Past Presidents of the Institute and their spouses benefited as well from the HMO service provider.

4.3.8 Observance of Covid-19 Protocols

The Institute ensured strict compliance with the non-pharmaceutical protocols of COVID-19 by all its staff, Bankers House tenants, and all visitors to our offices at National Secretariat, Yaba Learning Centre and Zonal Offices. Customized Institute's Nose Mask, automatic sanitizer dispensers, Infra-Red thermometers, automatic wash-hand basin, automatic soap dispensers and hand dryers were provided to ensure the safety of the environment, staff and visitors to our offices.

4.3.9 Personal Accident and Group Life Insurance

The Institute continues to provide Group Life Assurance and Group Personal Accident Insurance cover for all its members of staff.

4.3.10 Demise of a Staff

The Institute lost one of her Senior Management Staff, Mr. Ernest Olayemi Obasa, Group Head, Finance & Corporate Services Division on October 4, 2020. He had been laid to rest at his residence at Mowe, Ogun State on October 16, 2020.

The final entitlements such as gratuity and other benefits on group life insurances had been fully paid to the family of the deceased by the Institute and Insurers, respectively.

4.3.11 Business Continuity Plan

The Institute continued to implement the Work-from-Home Plan to ensure that

staff remained productive during the pandemic and societal unrest. The workforce was alternated on weekly basis in compliance with the 50% capacity as prescribed by the Presidential Task Force on Covid-19. The effective performance of staff working from home was subjected to laid down guidelines monthly.

5.0 LEARNING AND DEVELOPMENT

5.1. STATUTORY PROGRAMMES

5.1.1 THE 13TH ANNUAL BANKING AND FINANCE CONFERENCE

5.1.1.1 Preamble

The Institute hosted its 13th Annual Banking and Finance Conference at the Transcorp Hilton Hotel, Abuja from 15th to 16th September 2020. The theme of the 13th edition was “Facilitating a Sustainable Future: The Role of Banking and Finance”.

The theme was birthed out of the need to reposition the Nigerian banking and financial service industry as a catalyst for an inclusive sustainable economic growth. The Consultative Committee of the Conference was led by Mr. Patrick Akinwuntan, FCIB, Managing Director/Chief Executive Officer of Ecobank Nigeria, with a team of dedicated and passionate members of the Conference Consultative Committee.

5.1.1.2 Mode of Execution

As part of efforts to contain the spread of the Covid-19 virus and in strict adherence to the Government protocol on the pandemic, the Conference was executed as a hybrid of both physical and virtual event. The event held simultaneously at the Congress Hall of Transcorp Hilton Hotel, Abuja; the Bankers House, Lagos and through Zoom Teleconferencing. The Transcorp Hilton, Abuja was the main conference hub and the Bankers House served as the Lagos command while the Zoom platform was used for virtual delegates and resource persons.

Being the first mode of executing this type of event, a dry run of the event was deployed a day before the main event, and this helped to forestall hitches. Also, for the first time, a virtual exhibition room was used to promote the products and services of the sponsors/partners.

5.1.1.3 Participants

The Conference had a total of 4,140 virtual and physical participants in attendance. Participants were drawn from international and local institutions, cutting across the public and private sectors of the global economy. The event had in attendance registered delegates from the following countries including Nigeria:

Participating Countries				
Canada	Italy	Sierra Leone	UAE (Dubai)	Vanuatu
Congo	Liberia	South Africa	Uganda	Zambia
Germany	Nigeria	South Africa	Uganda	Zambia
Ghana	Oman	The Gambia	United States	

Participants in attendance included the Honourable Minister of Finance, Budget and National Planning, Mrs. Zainab Shamsuna Ahmed, Federal Republic of Nigeria who represented His Excellency, President Muhammadu Buhari, GCFR President & Commander-in-Chief of the Armed Forces, Federal Republic of Nigeria; the Executive Governor of Lagos State, His Excellency, Mr. Babajide Sanwo-Olu; Governor, Central Bank of Nigeria; Mr. Godwin Emeziele, CON, FCIB; Senior Special Assistant to the President on Sustainable Development Goals, Federal Republic of Nigeria, Princess Adejoke Orelope-Adefulire, etc.

There were other representatives of the Federal Government of Nigeria, Lagos State Government, Central Bank of Nigeria, Nigeria Deposit Insurance Corporation, Deposit Money Banks, KPMG, Pricewaterhouse Coopers, McKinsey, Deloitte, World Trade Organisation, Professional Bodies, FinTechs, Payment Solutions companies, Consulting firms, MSMEs, the Academia as well as Chairmen and Managing Directors/Chief Executive Officers of banks in Nigeria and other stakeholders in the banking and finance industry.

The sponsors/partners were given twenty-five (25) free participation slots each, comprising 2 top management staff to attend physically while, 7 top management staff, 5 senior management staff, 6 millennials (staff below 30 years), and 5 reputable customers/clients attended virtually. In a similar manner, provision was made for carefully selected guests to attend physically, at either Abuja or Lagos centres while others were scheduled to attend via the Zoom and the YouTube live streaming platforms.

Due to the drawbacks that emanated from the Covid-19 outbreak, the Consultative Committee of the Conference offered a strategic proposition of making the Conference a free-fee paying event. This of course, attracted very high-quality representations from the nooks and crannies of the Industry.

This edition of the Conference was very distinctive, unique and epochal, as it was the first blended Conference to be held in the history of CIBN.

5.1.1.4 Opening Ceremony

The Welcome Address was delivered by Mr. Bayo Olugbemi, FCIB, President/Chairman of Council, CIBN who used the opportunity to welcome guests and delegates to the conference.

Goodwill Messages were given by the Governor of the Central Bank of Nigeria, Mr. Godwin Emefiele, CON, FCIB; the Executive Governor of Lagos State, Mr. Babajide Sanwo-Olu and Princess Adejoke Orelope-Adefulire, Senior Special Assistant to the President on Sustainable Development Goals, Federal Republic of Nigeria. An address was also given by the President of the Federal Republic of Nigeria, His Excellency, President Muhammadu Buhari, GCFR, represented by the Honourable Minister of Finance, Budget and National Planning, Federal Republic of Nigeria, Mrs. Zainab Shamsuna Ahmed.

In his Keynote Address, the former Minister, Federal Ministry of Industry Trade and Investment Dr. Okechukwu Enelamah, acknowledged that the theme of the Conference, "Facilitating a Suitable Future: The Role of Banking and Finance," was not only apt, but critical in making Nigeria the next world's superpower. He identified robust infrastructure, the agency problem (corruption), implementation gap and an enabling environment as the four significant but not insurmountable obstacles to Nigeria's greatness. He pointed out the need for attention to be given to infrastructure development, technology and capital as the three levers that had the potential to drive growth and job creation in Nigeria. He emphasised on the overarching need for collaboration at all levels and the Power of Partnership - a willingness of government and the organized private sector to work together. The Conference was formally declared open by the President of the Federal Republic of Nigeria, His Excellency, President Muhammadu Buhari, GCFR, who was ably represented by the Honourable Minister of Finance, Budget and National Planning, Federal Republic of Nigeria, Mrs. Zainab Shamsuna Ahmed, and the opening ceremony closed with a vote of thanks given by Mr. Patrick Akinwuntan, FCIB, Chairman, Conference Planning Committee & Managing Director/CEO, Ecobank Nigeria.

5.1.1.5 Business and Break-out Sessions

There were 5 Business Sessions and 2 Breakout Sessions, spanning the two days of the Conference.

The Business Sessions had the following sub-themes

- i. Inclusive Banking: Where we are and the way forward
- ii. Risks of Facilitating a Sustainable Future: Are Banks prepared
- iii. Innovations and Disruptions: How FinTechs are defining our future
- iv. Leadership and Competence: Repositioning the Banking Industry for relevance
- v. Green Banking and Economic Growth.

The Breakout Sessions had the following sub-themes:

- vi. The Impact of Finance on Emerging Sectors: Spotlight on MSMES, Manufacturing, Creativity and Agriculture Industries
- vii. The Impact of Finance on Emerging Sectors: Leveraging Digital by the Banking Industry

Co-founder, Flutterwave and Mrs. Sola Oladunjoye, Principal, Global Banking, Standard Chartered Bank Nigeria Limited

Others were Dr. Segun Aina, FCIB, President, Africa Fintech Network & Chairman, Odua Investment; Mr. Demola Adebise, GMD/CEO, Wema Bank Plc, Mr. Mitchell Elegbe, GMD/Founder, Interswitch Group; Mr. Ade Bajomo, Executive Director, Information Technology & Operations, Access Bank Plc; Mrs. Kofo Akinkungbe, Founder, SecureID, Mr. Tobe Nnadozie, Innovation Specialist/Divisional Head, Technology & Innovation, CSCS; Mrs. Ibukunoluwa Oyedeji, Chief Finance Officer, Ecobank Nigeria, Mr. Akeem Oyewale, FCIB, CEO, Stanbic IBTC Nominee; Mr. Folusho Aribisala; Managing Partner/CEO, Workforce Group; Mrs. Oyiza Salu, Group Head, Human Resources, GTBank Plc; Dr. Benson Uwheru Partner & FSRM Leader, West Africa, Risk Advisory Services, Ernest and Young; Prof. Segun Ajibola, Past President, CIBN; Dr. Jubril Adejo, Chief Executive Officer, SMEFUNDS Capital, Andrew Nevin, Ph.D; Partner - FS Leader and Chief Economist, PwC West Africa; Ahmed Rostom, Ph.D.; Senior Financial Sector Specialist for Nigeria, World Bank and Mrs. Oyinkan Ogungbemile, Senior Credit Risk Analyst, Rand Merchant Bank.

5.1.1.6 Conference Faculty

The Conference featured a total of forty-two (42) Resource Persons, including the Keynote Speaker, Nigeria's immediate Past Minister of Trade and Investment, Mr. Okechukwu Enelamah. The other Resources Persons were renowned industry subject matter experts, comprising of Otunba Femi Pedro, FCIB, former Deputy Governor of Lagos State and Chairman, Small and Medium Enterprise Development Agency of Nigeria (SMEDAN), Dr. Jumoke Oduwole, Special Adviser to the President on Ease of Doing Business; Mr. Urum K. Eke, Managing Director, FBN Holdings who represented Dr. Oba Otudeo, CFR, Mr. Patrick Akinwunmi, MD/CEO, Ecobank Nigeria; Dr. Demola Sogunle, Chief Executive, Stanbic IBTC Holdings Plc; Mrs. Solape Hammond, Special Adviser to the Lagos State Governor on Sustainable Development Goals and Investment, Lagos State Government; Mr. Abubakar Suleiman, GMD/CEO, Sterling Bank Plc; Mr. Taiwo Joda, MD/CEO, Accion Microfinance Bank; Mr. Eshiovase Momoh, Chief Technology Officer, Coronation Merchant Bank; Mrs. Funmi Ogunlesi, Executive Director, Citibank; Mr. Kola Lawal, Executive Director & Chief Risk Officer, StanbicIBTC; Mr. Osaigbovo Omoregbe, Divisional Head, SME Banking, Fidelity Bank Plc; Mr. Johnson Seinde Samuel, MD/CEO, Infinity Paint International Limited; Ms. Joke Silva, Veteran Nollywood Actress and Executive Director, Lufodo Group of Companies; Mr. Onyeka Akumah, Founder, Farmcrowdy; Mr. Ayodeji Balogun; Chief Executive Officer, Afex Commodity Exchange; Mr. Oluwagbemiga Adelowo, Manager, Corporate Bank, United Bank for Africa (UBA); Mr. Olugbenga Agboola,

5.1.1.7 Conclusion

The Conference was adjudged by participants and other stakeholders to be unique, informative and thought-provoking. The choice of theme and subthemes were said to be apt and timely with top-notch Resource Persons. The Conference was generally evaluated as very successful and a pace setting event. It continues to enjoy

an out-pouring of ceaseless encomiums and serves as a reference event for the Institute's activities and programmes.

5.1.1 THE 20TH NATIONAL SEMINAR ON BANKING AND ALLIED MATTERS FOR JUDGES

5.1.2.1 Preamble

The Chartered Institute of Bankers of Nigeria (CIBN) in collaboration with the National Judiciary Institute (NJI) successfully hosted the 20th National Seminar on Banking and Allied Matters for Judges virtually from 10th – 11th November 2020. The theme of the Seminar “The Judiciary and the Financial Services Industry in the New Normal: Challenges, Innovation and Regulations” was carefully chosen in recognition of the new norms of doing business brought forth by the Covid-19 Pandemic, and the need to reposition the mindset of the Judiciary and the financial industry to adjust to the new normal, understand the positives associated with it and the challenges that may arise for quick dispensation of justice that will in turn lead to the growth of the economy.

The Seminar had in attendance Two Hundred and Ten (210) participants, drawn from the Judiciary, Deposit Money Banks (DMBs) and Financial Institutions, Legal Firms and Government Ministries, Departments and Agencies (MDAs).

5.1.2.2 Opening Ceremony

At the Opening Ceremony, Mr. Bayo Olugbemi, FCIB, the President/Chairman of Council delivered the Opening Remarks. Thereafter, Goodwill messages were delivered by the following dignitaries: The Attorney-General, Lagos State, Mr. Moyosore Onigbanjo, SAN was ably represented by Ms Iyabode Oshodi, Senior Special Assistant to the Attorney-General; Mr. Olumide Akpata, President, Nigerian Bar Association; Mr Horacio Bernardes Neto, President, International Bar Association (IBA).

The Keynote Address was delivered by the Governor of the CBN, Godwin Emefiele, CON, FCIB who was represented by the Deputy Governor, FSS, Mrs. Aishah Ahmad. In his Keynote Address, the CBN Governor acknowledged that the theme of the Seminar, “The Judiciary and the Financial Services Industry in the New Normal: Challenges, Innovation and Regulations,” aligned with the agenda of both the CBN and the 9th National Assembly to improve the legal infrastructure in the Nigerian Financial services sector as part of efforts to foster financial stability.

The Administrator of the National Judicial Institute, Hon. Justice R.P.I. Bozimo, OFR, also gave an Address where she noted that the seminar would broaden the horizon of the Judges on the new normal that had engendered some innovative regulations being putting in place to ensure safety in the banking industry and the public at large, as well as proffer realistic solutions for the sector. This will in turn aid Judges in the timely adjudication and resolution of lingering disputes affecting the banking sector, thereby shoring up public confidence in commercial banks and enhance economic growth in Nigeria.

The Seminar was declared open by Honourable Dr. Justice Ibrahim Tanko Muhammad, CFR, FNJI, the Honourable the Chief Justice of Nigeria and Chairman, Board of Governors, National Judicial Institute.

The opening ceremony was concluded with a vote of thanks by the Registrar/Chief Executive, CIBN, Mr. 'Seye Awojobi, FCIB.

5.1.2.3 Business Sessions

The Business Sessions which spanned the two days of the Seminar had the following sessions:

- **Session One**

Prof. Akin Oyebo, MON, SAN, Professor of International Law and Jurisprudence, University of Lagos chaired the first Business Session on 'Virtual Court Sitting and the Implications for the Banking Industry'. The Guest Speaker was Professor Fabian Ajogwu, SAN, Principal Partner, Kenna Partners, while Mr. Monday Oyekachi Ubani, Principal Partner, Ubani &

Co./Former 2nd Vice President, Nigerian Bar Association and Mrs. Temitayo Adegoke, Chief Legal Counsel and Company Secretary, Sterling Bank Plc. served as Panelists.

• **Session Two**

Mr. Joseph Olofinola, Partner, Human Capital Consulting, West Africa Deloitte and Touche chaired the second Business Session on 'The New Normal and Employment Contract in the Banking Industry: Challenges and Way Forward'. The Guest Speaker was Mrs. Oluwafunke Amobi, Country Head, Human Capital, Stanbic IBTC Holdings Plc. while Professor Sola Fajana, Professor of Labour and Human Relations, University of Lagos and Ms. Rose Ebe-Arthur, Group Head, Human Resources, First Bank of Nigeria served as the Panelists.

• **Session Three**

The third session on 'Global Standing Instruction (GSI) Mandate: Implications for Banks, Customers and the Judiciary' was chaired by Mr. Babatunde Irukera, Chief Executive, Federal Competition and Consumer Protection Commission. Mr Kemi Pinheiro, SAN, FCI Arb, FloD, Principal Partner, Pinheiro LP/Chairman, Nigeria Wire and Cable Plc. was the Speaker while Hon. Justice Raliatu I. B. Adebisi, Judge of the Lagos State Judiciary, Dr. Cosmas Maduka, CON, Founder/CEO, Coscharis Group and Professor Olusesan Oliyide, Professor of Business Law, Olabisi Onabanjo University were the Panelists.

• **Session Four**

The fourth session was on 'Digital Economy and Its Risk Implications'. It was chaired by Mr. Laoye Jaiyeola, FCIB with Mr. Magnus Nnoka, President, Risk Management Association of Nigeria & Chief Risk Officer, Coronation Merchant Bank as the Guest Speaker, and Mr. Lookman Durosinmi-Etti, Founding and Senior Partner, Jackson, Etti & Edu, who was represented by Mr. Adekunle Soyibo, Partner and Head of the Financial Services Sector Jackson, Etti & Edu and Mr. Olumide Olayinka, Partner & Head, Risk Consulting, Innovation and Data Analytics KPMG Nigeria as panelist.

• **Session Five**

Hon. Justice Kazeem Olanrewaju Alogba, Chief Judge of Lagos State chaired the fifth session on 'Garnishee Proceedings: Drawbacks and Way Forward'. Mr. George Etomi, Founder and Principal Partner, Geroge Etomi & Partner was the Guest Speaker while Mrs. Funmi Adedibu, Company Secretary/Group Legal Counsel, FCMB Group Plc and Mr. Niyi Olopade, SAN, Managing Partner, Niyi Olopade & Co. served as the Panelists.

5.1.2.4 Breakout Session

The Seminar also had 3 Breakout Sessions which included:

- Breakout Session 1: "Remote Work: Impact on Banking & Judicial Processes and Operations", anchored by the Company Secretary and Legal Adviser, Federal Mortgage Refinancing Company, Mr. Kelly Mogbo.
- Breakout Session 2: "Financial Regulations and the Courts: Way Forward in the Next Normal" where participants examined the import of financial regulations which engenders justice, equity and fairness by protecting the rights of all the parties; and the role of the Courts in not only bringing them to live bearing in mind the evolving complex products being provided by financial institutions but leveraging on technological advancement for all court processes to ensure prompt dispensation of justice to all parties.
- Breakout Session 3: "Stamp Duty and its Implications for Banks and Customers" was anchored by Mr. Taiwo Oyedele, West Africa Tax Leader, PwC Nigeria.

5.1.3 THE 13TH ANNUAL RETREAT FOR HEADS OF SECURITY OF BANKS AND FINANCIAL INSTITUTIONS

5.1.3.1 Preamble

The Heads of Security of Banks and Other Financial Institution in Nigeria is the umbrella body saddled with the responsibility of ensuring that all chief security officers of banks and other

financial institutions in Nigeria discharge their responsibilities of safeguarding both the human and physical assets of their respective institutions.

The Institute organised the 13th Annual Retreat of Chief Security Officers at Ibis Hotel, Ikeja, Lagos from 9th-12th December 2020 with the theme: “The New Normal and its Impact on the Security Architecture of the Financial Institutions”

The Retreat had a total of 43 participants in attendance.

5.1.3.2 Opening Ceremony

The Event started in earnest on Thursday, December 10, 2020. In attendance at the Opening Ceremony were heads of security agencies in Nigeria, chief security officers in the financial services industry, security service providers and other stakeholders in the security space in Nigeria.

The Welcome Address was delivered by Col. Sam Agbanusi (Rtd), Chairman Committee of Heads of Security of Banks and Chief Security Officer of Union Bank Plc while the Opening Remarks was presented Mr. 'Seye Awojobi, FCIB, Registrar/Chief Executive, CIBN.

The Retreat attracted who is who in the Security architecture in Nigeria comprising the Director/Head Lagos Security Office, Central Bank of Nigeria, Mr. Paulinus Eze; the Acting Chairman, Economic Financial Crimes Commission, DCP Mohammed Umar Abba, represented by Mr. Usani Francis, Director, EFFC; the Director-General, Department of State Service, Mr. Yusuf Magaji Bichi, ably represented by Mr. S.M Waziri, State Director of Security, Lagos Department, Department of State Service; the Sector Commander, Lagos State, the Federal Road Safety Corps, Mr. Olusegun Ogungbemde; the General Manager, Lagos State Traffic Management Authority, Mr. Olajide Oduyoye.

In their separate Goodwill Messages, they unequivocally expressed their delight at the invitation extended to them as Special Guests at the Retreat. They commended the management of the Institute for putting together such a well packaged event and noted that the theme was apt and would address the multi-hydra challenges confronting the security

architecture in the financial services industry.

5.1.3.3 Round Table Discussion

There was a Round Table Discussion amongst the Service Chiefs on the topic: “Financial Institutions and Security Agencies: Effective Collaborations for Optimum Performance”.

The session was moderated by Mr. 'Seye Awojobi, FCIB, Registrar/Chief Executive, CIBN.

Thought provoking discussions on how to collaborate between Financial Institutions and Security Agencies towards embracing an effective security architecture was the major highlight of this session.

As expected, the conversation was intense, robust, and offered clear practical guide on how the security agencies in Nigeria can partner with financial institution in curbing the growing challenges of insecurity in the Industry.

5.1.3.4 Business Session

The Programme was facilitated by highly experienced Security Experts. In all, there were Six (6) resource persons as shown in the table below:

BUSINESS SESSION		
Thursday, December 10, 2020	Redefining the Security Architecture of Financial Institutions in the New Normal: Options for Stakeholders	ACP Oludotun Odubona ACP Operations Lagos State Police Command
	Financial Institutions and Rising Insecurity: Solutions and Way Forward	Major General Taiwo General Officer Commanding 81 Division, Nigerian Army
	Interactive Session/ Experience Sharing	Col. Hassan Stan-Labo (Rtd) MD/CEO, Hakes & Partners Limited
Friday, December 11, 2020	Managing Emotions & Physique: Pre and Post Retirement	Mr. Dennis Amachree, MON MD/CEO, Zoomlens Security Solutions and Former Director, Department of State Services
	Funs and Games	Mr. Demola Aderibigbe (CoachLala) Nigeria's Premier Business Humourist

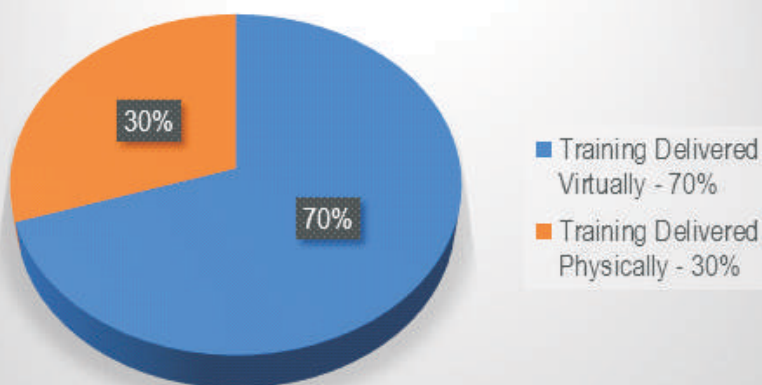
The Retreat was rounded up with a gala dinner at the pool side of the venue.

5.2 TRAINING PROGRAMMES

The Training Department experienced an increase in the number of trainings executed in the year under review. 70% of the courses conducted were implemented virtually due to the Covid-19 restrictions while 30% were delivered physically. The courses conducted were:

VIRTUAL TRAINING	PHYSICAL TRAINING
<ul style="list-style-type: none"> Tackling E-Fraud in Financial Institutions - E-Payment Fraud Detection, Prevention and Control 	<ul style="list-style-type: none"> Micro & Macro Economics
<ul style="list-style-type: none"> Anti-Money Laundering and CFT for Board of Directors 	<ul style="list-style-type: none"> Monetary & Fiscal Policy
<ul style="list-style-type: none"> Lending, Credit Administration and Debt Recovery Strategies 	<ul style="list-style-type: none"> Operational Risk Management and Compliance
<ul style="list-style-type: none"> Early Warning Signals on Problem Loans and Restructuring 	
<ul style="list-style-type: none"> Financial Analysis and Forecasting 	
<ul style="list-style-type: none"> Data Analysis Skills and Management 	
<ul style="list-style-type: none"> Corporate Governance, Risk and Compliance - KYC & CDD 	

Mode of Trainings Executed



5.3 CONSULTANCY

The following Collaborative Workshops were executed by the Department:

- Collaboration with Nigeria Inter-Bank Settlement System (NIBSS) on “E-Payment Fraud Detection, Prevention and Control”, March 18 - 19, 2020.
- Collaboration with The Nigerian Stock Exchange (NSE) on “Financial Investment Options in Nigeria: The Synergy between Money & Capital Markets”, September 1, 2020.
- System (NIBSS) on “Essentials of E-Payment Systems: Emerging Trends, Platforms and Services”, October 27- 28, 2020. Collaboration with Nigeria Inter-Bank Settlement

Other programmes implemented by the Departments were:

- “Defensive Driving Fundamentals and Attitude for Drivers” on July 17, 2020
- “Credit Risk Portfolio Management and Debt Recovery for Financial Institutions in a Volatile Economy” on August 5-7, 2020
- “Money Laundering, Internal Control and Compliance” on September 2 - 3, 2020

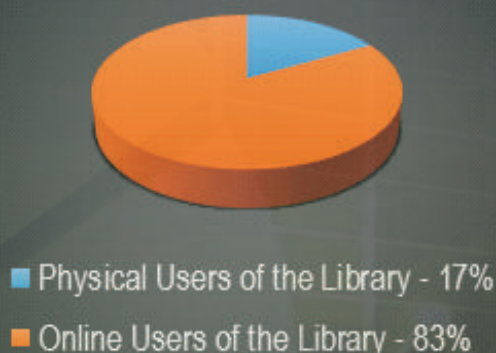
5.4 CIBN LIBRARY

The Library is equipped with modern facilities and stocked with a wide range of print and electronic resources. The resources consist of educational and informational materials in different fields of knowledge, with major emphasis on Banking, Law, Accounting, Economics, Finance, Management, Investment, Business, Human Resources, and Motivational textbooks. The electronic library database offers access to a wide range of local and international journals, textbooks, and daily newspapers. This database is user friendly and accessible anywhere and at any time.

Though the COVID-19 global pandemic affected the physical presence of readers in the library, the library still recorded ample number of registered users in the year under review.

Out of the total users of the Library, 17% were physical users while 83% were online users. This is represented in the graphic below:

Distribution of Library Users



It is a known phenomenon that we are in a global digital phase, hence the library is postured to focus less on the physical collection of resource materials and strengthen digital information access and resources.

5.5 The CIBN Bookshop

The Management of the Institute has continued to reposition the CIBN Bookshop on the path of growth. The policy on sale or return of supplied resource materials and sourcing for best selling books by prominent authors/vendors was sustained during the year. Also, agreements were signed with new vendors/suppliers, with focus on enduring partnerships with institutions, notable publishers/authors including foreign establishments. The existing relationships with vendors/suppliers were also reviewed and fortified during the year.

A new sales outlet was equally created at the CIBN Learning Centre, Yaba, Lagos during the year to spread its tentacles within mainland axis. I am pleased to inform you that the CIBN Bookshop's fund in the pool of the Institute's investment has risen to N32.8million.

It is worth to note that due to the outbreak of the Covid-19 pandemic, sales were adversely affected as most physical events of the Institute such as Conferences, Book Fairs, Exhibitions, Institute's statutory programs (AGM, Induction, Annual Bankers Conference, Judges Seminar etc.) which provide opportunities for large scale sales, were done virtually. To address this, strategies are being put in place for the Bookshop to shift its focus to online sale of books.

6.0 COMPULSORY CONTINUING PROFESSIONAL DEVELOPMENT (CCPD) & E-LEARNING

6.1 Programmes

Following the outbreak of the Corona Virus in year 2020 and the negative impact of social distancing on training activities, the Department was proactive to leverage available technology in the execution of its deliverables. With this initiative, the Department was able to maintain, improve and broaden knowledge and skills of members in line with its vision. The new training methodology resulted in increased attendance in all the training programmes executed as well as

the quality of participants such as top Directors in Central Bank of Nigeria, Managing Directors of financial institutions etc. The platform also provided an unprecedented frequency of trainings implemented and global attendance of participants.

The CCPD Department executed a total of 14 programmes for members and stakeholders in various institutions. It is important to state that for the first time, members outside the shores of Nigeria were able to participate in the structured programmes of the Division to earn their annual CCPD Credit points.

6.1.1 Conventional Programmes

The Department organised and executed the following training programmes:

- Risk Base Auditing
- Loan Documentation
- Cyber Threat, Detection and Mitigation: A Concern for Financial Stability
- Operational Risk Management and Compliance
- Cash and Treasury Management: Risk & Control
- Information Systems Audit and IT Risk Management
- Credit Monitoring in Microfinance Banks

6.1.2 Customized Programmes

In the year, the Department executed customized in-plant trainings for four (4) financial institutions/association. The details are as follows:

- FINCA Microfinance Bank Limited**
A robust programme on “Fundamental of Banking Operations” was organized for Staff of FINCA Microfinance Bank Limited on July 4 - 5, 2020 to bridge the skills gap identified by management of the Bank. A total of 28 staff participated in the programme.
- Jaiz Bank Plc**
The Unit customised a training on “Banking Operations” for Jaiz Bank Plc on November 14 - 15, 2020 with a total of 245 staff in attendance.
- Committee of Heads of Banking Operations (CHBO)**
The Executives of the Committee of Heads of Banking Operations (CHBO) engaged the Unit on November 16 – 17, 2020 for a programme on “Cyber Threat, Detection and Mitigation: A Concern for Financial Stability” for its members. A total of 82 participants attended the programme.
- Nigeria Deposit Insurance Corporation (NDIC)**
A training on “Operational Risk Management and Compliance” was organised for staff of the NDIC on November 30 and December 1, 2020. A total of 59 participants attending the programme.

Principal Consultant, Fineline Business Advisory and Mr. Taiwo Oyedele, West Africa Tax Leader, PwC Nigeria served as panelists.

- 2020 CIBN Investiture CCPD Programme**

The 2020 Investiture CCPD Programme was organised for Associates whose applications for Fellowship and Honorary Senior Membership were approved by the Governing Council. The Programme held on December 4, 2020 was chaired by Ken Opara, PhD, FCIB, 1st Vice President, CIBN who gave the opening Remark. The Opening Remark was followed by a paper presentation on the theme “The Relevance of Ethical Practices in the Financial Industry” by the Guest Speaker, Mr. Yemi Adeola, FCIB the Chairman of Lenox Group and former Managing Director of Sterling Bank Plc while the panelists were Dr. Lucy Surhyel Newman, CPT, Advisor/Board Director, Governance & Performance Improvement; Mr. Peter Obaseki, FCIB, Chief Operating Officer, FCMB Group Plc and Mr. Soji Apampa, Co-Founder/CEO, Integrity Organisation Limited.

6.1.3 Statutory Programmes

As customary, CCPD Programmes were organised for new Associates and Microfinance Certified members prior to their induction, Associates members whose application for Fellowship were approved by the Governing Council and applicants for Honorary Senior Membership prior to their Investiture. The focal objective of the programmes was to improve the technical competences of members as professionals in the financial services sector.

- 2020 Bankers' Graduate Induction CCPD Programme**
The CCPD Induction Programme was held virtually on August 28, 2020 with the theme “Exploiting Business Opportunities through Innovations in a Challenging Environment”. The event was chaired by Ken Opara, PhD, FCIB, 1st Vice President, CIBN who gave the Opening Remark. The Guest Speaker, Mr. Akintunde Oyebode, HCIB, Special Adviser on Investment, Trade and Innovation, Ekiti State Government presented a paper on the theme while Mrs. Caroline Anyanwu, HCIB,

At the end of the programmes, the CCPD Credit points were allocated to members for participation in Structured and Unstructured programmes of the Institute including paper publication in the Nigerian Banker and Journal of Banking. The accumulated CCPD Credit points were communicated to members at the end of the year.

6.2 Training Collaborations

The Unit, in line with the strategic focus of the Institute had a collaboration with the Association of Enterprise Risk Management Professionals (AERMP) and jointly organised a workshop on Enterprise Risk Management in December 15 - 16, 2020. A total of 84 members attended the programme.

6.3 E-Learning

The Department successfully collaborated with Wrights & Co. and CIBN Canada Branch on “Business Etiquette” and “Transitioning into Business Analysis” respectively in the year.

The E-learning platform, for the first time, was used to conduct a proctored examination for Chartered Banker MBA students who were required to write the examination in their private spaces. The students' activities were monitored through their webcams from the back end of the platform.

The Platform was also used to conduct the 2020 Edition of the 2nd stage of the Otunba Debola Osibogun National Essay Competition.

The 13th Annual Banking and Finance Conference, 2020 CIBN Graduates Induction and all other programmes conducted by the Learning & Development and the CCPD Divisions were assessed and certified through the e-platform while the programmes were held through Zoom.

Free trainings, including Transitioning into Business Analysis and Processing Security Transactions were deployed for members in line with the strategic focus of the Institute. A total of 3,305 members benefited from these programmes.

Furthermore, the platform was used by students in preparation for the CIBN professional examinations as sample questions and answers were deployed for their practice. The students had variously expressed their appreciation to the Institute's gesture.

At the end of the year 2020, a total of 39,913 users enrolled for various programmes and assessment on the Platform.

6.3.1 Ethics Certification for the Banking Industry

The Institute in the year under review continued to deploy an industry Professional Conduct and Ethics Certification as approved by the Bankers Committee sub-committee on Competency and Industry Standards. A total of 27,639 staff of banks who could not complete the ethics certification in year 2019 completed the certification in the year 2020.

7.0 ETHICS & PROFESSIONALISM DIVISION

The Ethics and Professionalism Division continues to play a pivotal role in the Nigerian Banking Industry, in line with the mandate of the Bankers' Committee, Sub-committee on Ethics & Professionalism in resolving disputes relating to unethical and unprofessional infractions between banks, banks and their customers.

7.1 Bank Customers' Complaints

The Ethics & Professionalism Division received a total of Sixty-seven (67) petitions/cases with petitioners' claims amounting to about **N11.7b**. Fifty-three (53) cases were fully resolved with the total amount of **N1.7b** refunded to petitioners. (Please see details in the table below)

Analysis of Petitions/Cases Handled in the Year 2020

Number of cases received	67	
Number of cases resolved	53**	
Total Amount claimed on all cases received during the year.	N11.7b	US\$5,872,534.51
Total amount awarded on cases resolved during the year	N1.7b	US\$368,323.29

** The 53 cases comprised 32 cases from previous years, while 21 cases were fully resolved from the cases received for the year under review.

A Five-Year Trend of the Cases Received and Resolved by the Sub-committee is shown below:

	NO OF CASES RECEIVED	AMOUNT CLAIMED ON CASES (N)	AMOUNT CLAIMED ON CASES (\$)
2016	136	27,637,752,809.64	1,141,023.82
2017	104	30,603,053,554.03	853,937.00
2018	99	8,514,098,942.13	1,553,779.88
2019	62	10,817,367,122.59	6,649,774.48
2020	67	11,741,207,814.57	5,872,534.51

	NO OF CASES RESOLVED	AMOUNT AWARDED ON CASES (N)	AMOUNT AWARDED ON CASES (\$)
2016	79	2,952,535,963.08	141,102.74
2017	106	5,831,905,142.69	464,494.31
2018	126	1,693,769,769.52	266,545.33
2019	68	1,242,920,588.94	1,384,595.79
2020	53	1,718,343,294.44	368,323.29

7.2 Referrals from the Courts

In addition to the above bank/customer related cases which were brought to the Committee for resolution, the Nigerian Judicial System recognized the mediation roles of the Institute and has continued to refer cases to the Institute for the expression of an unbiased independent professional opinion on some cases to facilitate equitable judgement. Five cases were received in the year under review while three (3) were concluded and the reports sent to the courts.

7.3 The CIBN Investigating Panel

The CIBN Investigating Panel had its statutory meetings and considered cases against members of the Institute who were found culpable of unethical/unprofessional conduct. During the period under review, the Panel considered Ten (10) of such cases and referred Four (4) cases to the Disciplinary Tribunal.

7.4 The CIBN Disciplinary Tribunal

The Disciplinary Tribunal on the other considered Five cases and delivered judgements on Four (4) cases which has been approved by the Governing Council.

7.5 The Code of Conduct in the Nigerian Banking Industry

The Division has continued to ensure that the new staff of banks attest to the code of Conduct. In the Nigerian banking Industry. This is being done by sending an online link to the banks through which the staff could attest to the Code of Conduct in the Nigerian Banking Industry. A total of 10,592 attestations were done by the staff of banks in the year 2020, while 125,545 staff of banks had attested to the code of Conduct in the Banking Industry as of December 31, 2020.

7.6 Collaborations with Relevant Institutions

The Sub-committee continues to collaborate with the following Institutions in the discharge of its mandate.

- i. Central Bank of Nigeria (Consumer Protection Department and the Banking Supervision Department)*
- ii. Nigeria Deposit Insurance Corporation (NDIC)*
- iii. The Nigerian Judiciary.*
- iv. Lagos Multi-Door Court House and other organizations whose activities impact positively on the mandate of the Sub-committee.*

8.0 REGISTRAR'S OFFICE

8.1 LEGAL AND COUNCIL AFFAIRS/INTERNATIONAL AFFILIATIONS

8.1.1 Legal

a. Banks and Other Financial Institutions (BOFIA) Bill

The Institute in collaboration with the Body of Banks CEOs presented the Banking Industry's position during the Public Hearing of the Bill to repeal and re-enact Banks and Other Financial Institutions Act Cap B3 LFN 2004 (Repeal & Re-Enactment) Bill 2020 held on July 15, 2020 by the Senate Committee on Banking, Insurance and Other Financial Institutions. This Bill was eventually passed and assented to on November 12, 2020 by the President of the Federal Republic of Nigeria, President Muhammadu Buhari.

b. Finance Bill

The Body in collaboration with the Institute also presented the banking industry position on the proposed Finance Bill via written memorandum to the National Assembly at the public hearing of December 10, 2020. On 31st December 2020, President Muhammadu Buhari signed the Finance

Bill, 2020 (now Finance Act) into law. The Finance Act, 2020, which commenced 1st January 2021, introduces significant changes to a number of tax and regulatory laws in Nigeria, including the introduction of COVID-19 incentives alongside other changes.

c. 2021 Appropriation Bill

The Institute made inputs to, collated, and presented the banking industry position of the 2021 Appropriation Bill to the National Assembly through the Association of Professional Bodies of Nigeria. The Bill was signed into law on 31st December 2020, following its passage by the National Assembly.

d. CIBN Act Review

In its continued efforts to successfully review and align the CIBN Act No. 5, 2007 with the current day realities in the banking and finance industry, the Institute has reflected the various inputs from its key stakeholders, following which the document was reviewed by the Ministry of Finance and transmitted to the Ministry of Justice, as part of the process to pass the Bill as an Executive Bill.

e. Privacy and Data Protection Policies

The Institute's Data Protection Policy and Privacy Policy was articulated in line with the provisions of National Information Technology Development Agency Act for hosting on the Institute's website.

8.1.2 International Affiliations

a. Enhanced Value proposition/Brand for AAIOB

In its position as the Secretariat, and Chairman of the Alliance, the Institute has embarked on the following initiatives to improve the fortunes of the Alliance and banking on the continent as a whole:

- ❖ Introduction of a framework for support for AAIOB members.
- ❖ Provision of assistance to Institutes that are not covered by Statute to process their registration as statutory bodies.
- ❖ The incorporation of the Alliance with the Corporate Affairs Commission as Company Limited by Guarantee (Ltd/Gte) to give it legal teeth to operate in Nigeria.
- ❖ Articulation of a Governing Structure and Terms of Reference for AAIOB Education Standards Committee.
- ❖ Improvement of the content of the AAIOB Website and creation of Social Media handles. for AAIOB in Facebook, WhatsApp Groups, LinkedIn, Instagram, etc.
- ❖ Drafting the AAIOB Annual General Meeting Rules.
- ❖ Articulation of modalities for appreciating retired and resigned members of the Alliance.

b. Cooperation among members & Inter Country Collaboration

- ❖ The Registrar/CE engaged the Ambassador of Namibia which led to resuscitating banking Institute in Namibia following the takeover of the Institute of Bankers Namibia by Academy of Banking.
- ❖ The Registrar/CE, Nigeria, and Executive Secretary, GBESTB facilitated events organized by the Uganda Institute of Bankers and Kenya Institute of Bankers.
- ❖ The Institute publicized the programmes of the various member Institutes on social media and invited other member Institutes to attend, which ensured that members of AAIOB attended most of the Institute's online programmes.

8.1.3 Council Affairs

a. Constitution of the 2020-2022 Council Committees

In its tradition of ensuring the continued representation in the Institute's governance structure of highly motivated, competent and dedicated professionals, the 2020-2022 Council Committee was constituted by the Governing Council at the meeting of June 18, 2020 and the members were inaugurated virtually on July 23, 2020.

b. Committee for the Actualization of the President/Chairman of Council's Agenda

In ensuring the actualization and success of the President/CC's strategic vision as presented in his acceptance speech "Bracing for the Next Normal", the President/CC created the Committee for the Actualization of the President/CC Agenda to ensure the effective monitoring and implementation of his vision for the Institute.

8.2 CIBN Press Limited

8.2.1 CIBN Press Board of Directors

The Board of Directors of the CIBN Press Limited was reconstituted with Prof. Pius Oladeji Olanrewaju, Ph.D, FCIB, 2nd Vice-President, CIBN retained as the Chairman. Other members of the Board are Mr. Dele Alabi, Mrs Caroline Anyanwu, Prof. Olukayode Somoye, Mr. Korede Adebaya, Mr. Seye Awojobi, FCIB, Registrar/Chief Executive, CIBN, and Mr. Samuel Oyeleke .

8.2.3 CIBN Press Financials

The Covid -19 pandemic had a great negative impact on the operation of the company. The Management Account of CIBN Press had a total revenue of

N18,579,017.06 with a Gross Profit of N7,198,347.06 and a Net Loss of N362,128.42

The business operations of the CIBN Press is being carried out from No. 4 Araromi Street, Okesuna, Shomolu, Lagos.

8.3 CORPORATE STRATEGY UNIT

8.3.1 Corporate Strategic Plan (2020-2024)

The Implementation of the new Strategic Plan 2020 – 2024 which was approved by the Governing Council commenced in the year 2020. The new Strategic Plan is expected to position the Institute ahead of the curve in light of the emerging dynamics in the banking industry and global best practices in knowledge and skills acquisition.

8.3.2 CIBN Management Retreat

The 2020 Management Retreat with the theme Uniform Way of Thinking – A Culture for Excellent Strategy Execution was held at the Lime Ridge Hotel, 10 Chevron Drive, Lekki, Lagos from February 20- 22, 2020. The central objective of the Retreat was to discuss the implementation of its 2020 – 2024 Strategic Plan and the new syllabus.

8.4 ICT UNIT

8.4.1 The Unit played a major role in the achievement of the Institute during the year under review. Apart from its usual support, the Unit was heavily relied upon to facilitate the smooth running of the operations of the Institute. In view of the outbreak of Covid-19 pandemic which occasioned that majority of the staff of the Institute worked remotely most part of the year, it is to the credit of the Unit that while similar organizations rescheduled their statutory programmes, all the Institute's programmes, such as Annual General Meeting (AGM), Graduates Induction and Prize Awards Day, and Banking & Finance Conference were held.

8.4.2 Upgrade of CIBN Meeting Platform

The Institute's meeting platform was upgraded to include Large meeting and Webinar. These facilities were used for online meetings, trainings and programmes. This has not only helped to reduce cost but has also improved efficiency which has impacted positively on the brand equity of the Institute.

8.4.3 The 2020 Bankers' Dinner website

A special website was developed to aid the e-voting for recognition of some members of the Banking Community. The site was hosted by the ICT Team which was also tasked with ensuring a seamless voting experience. This was delivered and deployed without hitches.

8.4.7 Infrastructure Upgrade

The Institute changed its Internet Service Provider and subscribed to a higher bandwidth. A new 15KVA Uninterrupted Power Supply (UPS) was purchased due to constant breakdown of the equipment that was replaced. All these were carried out in a bid to give better and reliable services to its stakeholders.

8.5 CIBNCFS REPORT

8.5.1 Knowledge Events

1. The 6th National Economic Outlook: Implications for Businesses in Nigeria
The 6th National Economic Outlook with theme "Managing Potential Risks, Unlocking New Growth Opportunities and Influencing Government Policies" was held on Tuesday, January 28, 2020 at the Lagos Oriental Hotel, Victoria Island, Lagos. The main objective of the Session was to recommend survival strategies for businesses for the year.

The Panel Session was chaired by Mr. Femi Awoyemi, Founder/Chairman, Proshare Nigeria Limited, and facilitated by the following panellists:

- Dr. Biodun Adedipe, FCIB, Chief Consultant, BAA Consult.
- Mr. Samuel Egube, HCIB,

Honourable Commissioner for Economic Planning & Budget, Lagos State

- Mr. Joe Ugoala, Director, Policy, Strategy & Risk Management Department, Debt Management Office representing Mr. Kabir Tijani, Executive Director, Business Development North & Strategy, Premium Pensions Limited
- Mr. Emmanuel Ijewere, Vice President, Nigeria Agribusiness Group and CEO, Best Foods Ltd
- Mr. Kabir Tijani, Executive Director, Business Development North & Strategy, Premium Pensions Limited representing Dr Lamido Yuguda, Non-Executive Director, Premium Pensions Limited

2. The Webinar on Risk Management and the Coronavirus: Strategic Action in a VUCA World

The Webinar on Risk Management and the Coronavirus: Strategic Action in a VUCA World was held Online on Friday, March 27, 2020 via the Zoom Platform to among others, intimate participants with a better understanding of the Coronavirus while providing relevant strategies for risk management in the Banking sector.

The event which was attended by 105 participants, was facilitated by the resource persons listed below:

- Prof. Olalekan Asikhia, Director, CIBN Centre for Financial Studies (CIBNCFS)
- Mr Joseph Angaye, Assistant Director, Risk Management Department, Central Bank of Nigeria (CBN)
- Dr. Olukayode Oyedepo, Primary Care Physician, Reliance Family Clinic
- Mr Abiodun Ogunoiki, Deputy Chief Risk Officer, FSDH Merchant Bank Limited

3. CIBN Advocacy Dialogue Series

As part of its advocacy role, the CIBN Advocacy Dialogue Series was introduced during the pandemic to address critical issues affecting the banking industry and empower members of the Institute. Three of the series were held in the year to address several issues as follows:

- a) CIBN Advocacy Dialogue Series 1: The Webinar on Covid-19: Tough Choices for Banking & Other Businesses
Over Four Hundred and Fifty (450) individuals participated in

the event from over 25 different cities across 5 countries in 3 different continents.

It was facilitated by the following Distinguished Resource Persons:

- Keynote Speaker - Mr. Laoye Jaiyeola, FCIB, Chief Executive Officer, Nigerian Economic Summit Group
- Distinguished Panellist - Dr. Demola Sogunle, HCIB, Chief Executive, Stanbic IBTC Bank Plc
- Distinguished Panellist - Mr. Olawale Timothy, Director General, Nigeria Employers' Consultative Association (NECA)
- Distinguished Panellist - Dr. Hippolyte L. Fofack, Chief Economist/Director, Research and International Cooperation, Afrexim Bank
- Moderator- Mr. Dele Alabi, FCIB, Chairman, Research, Strategy & Advocacy Committee, CIBN

b) CIBN Advocacy Dialogue Series 2: Webinar on Enhanced Sustainable Banking (ESB) Model in Event of Major Economic and Business Disruptions

Five Hundred and Twenty-Seven (527) individuals participated in the event from over 60 different cities across 11 countries in 4 different continents.

It was facilitated by the following Distinguished Resource Persons:

- Chairman - Mrs Aishah Ahmad, FCIB, Deputy Governor, Financial Systems Stability, CBN
- Distinguished Speaker - Mrs Mosun

Belo-Olusoga, HCIB, Former Chairman, Access Bank Plc and Lead Consultant/Chief Marketing Officer, The Knowledge & Resource Centre (KRC) Limited

- Presenter 1 - Mr Simon Thompson, Chief Executive, Chartered Banker Institute, UK
- Presenter 2 - Mr. Jibril Aku, FCIB, Vice Chairman/Board of Directors, FMDQ Group
- Presenter 3 - Mr Ibrahim Salau, ERSN Nigeria Program Coordinator, IFC
- Moderator - Mr. Olufemi Awoyemi, Founder/Chairman, Proshare Nigeria Limited

- c) CIBN Advocacy Dialogue Series 3: Webinar on Non-Performing Loans & The Global Standing Instruction (GSI) Policy: Impact & Insights for Financial Stability
Over 300 individuals participated in the event from 3 countries across the globe.

It was facilitated by the following Distinguished Resource Persons:

- Keynote Speaker - Mr. Kevin Amugo, Director, Financial Policy & Regulation, Central Bank of Nigeria
- Mr. Chibuzo Anthony Efobi, Assistant Director & Macro Prudential Analyst, CBN
- Distinguished Panelist – Dr. Adesola Adeduntan, FCIB, MD/CEO, First Bank of Nigeria Limited, represented by Mr. Olusegun Alebiosu, Group Executive, Chief Risk Officer, First Bank of Nigeria Limited
- Distinguished Panelist - Hajiya Saratu Aliyu, National President, NACCIMA, represented by Barrister (Mrs.) Margaret Orakwusi, National Officer and Chairperson, Maritime Trade Group, NACCIMA
- Distinguished Panelist - Mr. Osaro Eghobamien, SAN, Managing Partner, Perchstone & Graeys
- Moderator – Dr. Biodun Adedipe, FCIB, Chairman, Research Committee, CIBN & Chief Consultant, BAA Consult

4. CIBN Platform Series

In the same vein, the CIBN Platform Series was introduced to deal with multidisciplinary soft issues that have implications for individuals, micro, small and medium scale enterprises. It was also to enlighten members to enable them achieve their aspirations in life. One of the platform series was held in the year

as follows:

- Webinar on Unlocking the Timeless Codes for Entrepreneurship & Wealth Creation
Over Four Hundred and Seventy Six (476) participants from over 25 different cities across Eight countries, including Canada, Ghana, The Gambia, Nigeria, United States, United Kingdom and Senegal.

The Webinar facilitated by the following Resource Persons:

- Distinguished Guest Speaker – Otunba Femi Pedro, FCIB, Chairman, SMEDAN Governing Board and Former. Deputy Governor, Lagos State
- Moderator - Mrs. Mojisola Bakare-Asieru, ACIB, HCIB, Divisional Head, Corporate Client Coverage, Sterling Bank Plc

8.5.2 Survey Reports

a. HCIB Satisfaction Survey

The Centre conducted a survey to assess the level of satisfaction of HCIB Members in the services and processes of the Institute and identify notable gaps in service delivery.

b. Impact Assessments of the Competency Framework

The CIBN Centre for Financial Studies conducted an Impact Assessment of the Competency Framework on behalf of the Capacity Building & Certification (CB&C) Division. The following Impact

Assessments surveys have been completed:

- Educational Training Service Providers (ETSPs)
- Accredited Tuition Centre Providers (ATCOs)

c. Other Surveys Conducted

- Assessment of CIBN Linkage Partnerships with Tertiary Institutions
- Survey on the 3rd Edition of the Otunba (Mrs) Debola Osibogun
- CIBN Stakeholder Impact Assessment Survey

The overall aim of the assessment was to evaluate the impact of the respective services and identify areas for improvement.

8.5.3 Research Projects

The CIBN CFS conducted the following researches which were published and posted on the Institute's website:

- a) Impact of Non-Performing Loans and Recalcitrant Debtors on Economic Growth in Nigeria
- b) Female Representation on The Board of Directors in The Nigeria Banking Industry and Policy Impact.

8.5.4 PUBLICATIONS

a. THE NIGERIAN BANKER JOURNAL

The following editions of the Nigerian Banker journal were published.

- i. January – March 2020
- ii. April – June 2020 (Special 40th Anniversary Edition)
- iii. July – September 2020
- iv. October – December 2020

b. THE JOURNAL OF BANKING

Following the recommendations of the CIBN Research Committee, the following production process of the Journal of Banking publication is currently undergoing a complete review:

- Guidelines for Article Submissions
- Guidelines for Reviewers Reports
- Engagement of Reviewers

It is expected that the Journal would emerge improved and of a higher quality than before.

8.5.5 CIBN Centre for Financial Studies Ltd Gte Board of Directors

The Board of Directors of the CIBNCFS was reconstituted with a tenure of five years and the list of new Directors were filed with the Corporate Affairs Commission (CAC).

8.6 CORPORATE COMMUNICATION AND EXTERNAL RELATIONS DEPARTMENT

8.6.1 Publicity, Brand and Identity Management

During the year under review, the Institute received favourable publicity in local and International media. Several channels were used to publicize, notify and remind the Institute's stakeholders and the banking and finance industry including corporate organisations, eminent personalities, members of the Institute and other invitees about our events. Post event coverage were featured on platforms such as CIBN Daily highlights, Traditional media (Electronic, print media and blogs), social media etc.

8.6.2 The 2020 Annual Bankers Dinner

The 55th Annual Bankers Dinner was held on Friday, November 27, 2020 at Eko Hotel & Suites, Victoria Island, Lagos. Despite the pandemic and in strict adherence to the Government protocols, it was held as a hybrid event and had participatory.

The Keynote Address was delivered by Mr. Godwin Emefiele, CON, FCIB, Governor of Central Bank of Nigeria (CBN) during which he highlighted various issues that had significant impact on the economy and the Banking Industry.

The Goodwill message was delivered by His Excellency, Mr. Babajide Sanwo-Olu, Executive Governor of Lagos State while the toast of the Institute and the Federal Republic of Nigeria were delivered by Chief Chris Okunowo, F.IoD, President, Institute of Directors and Chief (Mrs.) Nike Akande, CON, Past President, Lagos Chamber of Commerce & Industry/Group Chairman Emerging Africa Capital Limited respectively.

8.6.3 Stakeholders Engagements

Some organizations paid courtesy visits to the Institute, under the leadership of Dr. Bayo Olugbemi, FCIB, President/Chairman of Council under the year review. They are:

- CIBN Lagos State Branch;
- CIBN Kwara State Branch
- Association of Professional Women Bankers (APWB)
- National Association of Microfinance Banks
- CIBN Abuja FCT Branch
- CIBN Ondo State Branch
- CIBN Ogun State Branch
- CIBN Borno State Branch
- CIBN Cross River State Branch
- CIBN Anambra State Branch
- CIBN Niger State Branch

(a) Local Stakeholders engagements

The President/Chairman of Council, Dr. Bayo Willams Olugbemi, FCIB led the Institute's delegations on Stakeholder's engagements to notable institutions and government functionaries with a view to deepen existing relationships and explore new vista of opportunities that will propel the Institute to greater heights. Some of the Institutions and government functionaries visited include:

- The Minister of Communications and Digital Economy, Dr. Isa Ali Ibrahim (Pantami), FNCS, FBSC, FIIM
- Director-General, Nigerian Television Authority (NTA) and Daily Trust Newspaper.
- MD/CEO Nigeria Deposit Insurance Corporation, Mr. Hassan Bello
- Chairman, Independent Corrupt Practices and other related offences Commission (ICPC), Prof. Bolaji Owasanoye.

(b) International Stakeholders Engagements

The Chartered Institute of Secretaries and Investment, (CISIS) United Kingdom had a virtual stakeholder's engagement with the Institute during year under review.

8.6.4 An Evening of Songs

The Institute organized the second edition of the programme tagged "An Evening of Songs 2.0" on Thursday December 17, 2020. This event was conceived to provide a platform for the esteemed members of our highly revered Institute as well as members of the Banking and Finance community, to come together with one heart and soul, under a relaxed atmosphere engulfed with soul lifting music, to celebrate and share warm moments together in the spirit of the yuletide season. The programme which essentially featured rendition of inspiring music and traditional Christmas carol also provided an avenue for members to network, connect and exchange yuletide pleasantries. The programme was held as a hybrid programme in compliance with the COVID-19 protocols.

8.7 Marketing Department

The Department provided support to the various Divisions in achieving their targets through aggressive marketing of the programmes and events.

9.0 APPRECIATION AND CONCLUSION

Esteemed Members, we have many reasons to thank God for the successes recorded despite the unprecedented disruptions occasioned by the COVID-19 pandemic in the year gone by. The economic, political and social landscape was daunting, but the almighty God made a way for us. My heart is therefore full of gratitude to God for granting us all, sound health, sound mind and for His guidance and grace that saw us through the turbulent year.

My unreserved appreciation also goes to the President/Chairman of Council, Dr. Bayo Willams Olugbemi, FCIB and other Office Holders of the Institute, for the unalloyed support given to Management and for providing the leadership which aided our performance. I cannot but thank the members of the Governing Council, our highly revered Past Presidents, Past Registrars, our regulators, the Central Bank of Nigeria (CBN) and Nigeria Deposit Insurance Corporation (NDIC) for your unquantifiable support without which we would not have been able to deliver on our mandate.

I also want to appreciate in a very special way, the Committee of Banks CEOs for their unflinching support and for being such a dependable ally. I thank all our Members, numerous stakeholders, sponsors, partners, collaborators and indeed the media who in no small measure contributed to the success recorded in the year. We will, without doubt continue to rely on our collective efforts to grow and develop the Institute, its members, the banking industry and the economy at large.

I commend the staff of the Institute for their commitment, dedication, loyalty and contribution to the upliftment of the Institute and the attainment of its statutory responsibilities.

Distinguished Ladies and Gentlemen, once again, I thank you all, even as I continue to count on your continued support as we together build an Institute that will become a global reference point for all and sundry.

'Seye Awojobi, FCIB
Registrar/Chief Executive