

Credit Union Conference: Planning for the New Normal

10.00am-3.30pm, Tuesday 22 September 2020, live online

Presented by the Centre for Community Finance Europe, in collaboration with Liverpool John Moores University.

What is the issue?

Enough has been written about the COVID-19 crisis for us all to know the outlines of the impact – the economy significantly depressed, unemployment forecast to climb fast and our members and communities' financial and general well-being under pressure.

The morning session will help credit unions look ahead, by providing insights into the consumer and economic landscape and talking to CEOs about their assessment of the future. In the afternoon, we will focus on practical ideas for safely sustaining lending to members and managing the operation.

Who should attend?

Credit union leaders, policy-makers and stakeholders in Great Britain and Ireland.

What is the format?

This will be an online-only conference, based on the Zoom platform. Guidance on how to participate will be provided to all attendees.

Please note that the conference will also be released as a webcast / podcast and your attendance is taken as consent to your questions and comments being publicly broadcast.

How much does it cost?

Free for members of the Centre for Community Finance Europe.

Non-member tickets €75+VAT.

Where do I register to attend?

<https://www.eventbrite.co.uk/e/cfcfe-credit-union-conference-planning-for-the-new-normal-tickets-112972084546>

Who should I contact with queries?

Nick Money, +44 7540 259053,
nick.money@cfcfe.eu

In collaboration with the Research Unit for Financial Inclusion at Liverpool John Moores University, www.ljmu.ac.uk/research-unit-for-financial-inclusion



Agenda

- 9.30 **Registration**
- 10.00 **Welcome and introductions**, Dr Paul A Jones, Liverpool John Moores University (LJMU) and the Centre for Community Finance Europe (CFCFE)
- 10.15 **The economic and market outlook**, Brian Corr, Department of Finance
A view of the context for credit union planning
- 10.45 **CEO forecasting roundtable**, Ruth Dorman, Anne King, Seamus Newcombe, Paul Norgrove, Marlene Shiels, Sean Staunton, facilitated by Brian Corr
How are CEOs planning for the future?
- 11.45 **Over to you**, breakout sessions
Discussion of the themes identified by the speaker and the panel
- 12.15 **Lunch break**
- 13.00 **Credit risk under COVID-19: what is the data telling us?**, Declan Mooney, CUFA Ltd
How are credit union loan books actually performing?
- 13.30 **Converting declines to accepts**, Matt Vernon, Quo Money
How can we help members who are not currently meeting our credit requirements qualify for loans they can afford?
- 13.55 **Successful implementation of revolving credit**, John Gregoire, The ProCon Group
The practical steps to make this product work for members who value its convenience -- and credit unions who value its cost-efficiency
- 14:25 **Lending post-COVID-19: a panel session**, Declan Mooney, Matt Vernon, John Gregoire, facilitated by Nick Money, CFCFE
- 15:10 **Concluding remarks**, Dr Paul A Jones
- 15.30 **Close**