

2022 in a Review



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VISION

To be the leader in provision of financial products, services and solutions to the health care professional; contributing to their sustainable development and work retention

MISSION

To provide reputable and innovative financial and personal development solutions through excellent services that exceed stakeholder expectations, while caring for our members' needs in an efficient, friendly and professional manner.

MOTTO

Dream & Achieve!

CORE VALUES

Integrity	Public interest
Objectivity	Mutual respect & team work
Accountability	Effectiveness & efficiency
Confidentiality	Quality and equality service delivery

WELCOME NOTE BY THE CHAIRPERSON OF THE BOARD

Dear members & stakeholders,

2022 has been one of great progress and growth for our cooperative, and I am honored to share the summarized details of our achievements with you today. As we reflect on the past year, I am proud to report that the National Bank of Rwanda has granted a license to operate Microfinance activities in Rwanda. We have also relocated to our new head office in Kicukiro Sonatube, a place you can all call home! All these achievements in 2022, is a testament to the hard work and dedication of members of the Board and the management team. Looking forward to this new year with enthusiasm as we are committed to providing exceptional financial service to you members. I look forward to sharing more about 2022 in this end-of-the-year (2023) review.

Enjoy reading & Happy New Year 2023!

FRESH & DYNAMIC NEW LOGO UNVEILED IN IN 2022

The new branding identity was developed, and its core element is the logo. The institution's new logo was launched during the March 2022 general assembly.

Pyramid reflects power, achievements, authority, and privilege. On the other hand, this symbolize the importance and the unique role of Muganga SACCO in the social realm by empowering health workers in Rwanda, and what we can achieve by working together.

The two dots on the pyramid reflect accessibility and robustness. Meaning easy and quick access to fservices for members. It also means an institution which is strong, healthy, and unlikely to break or fail to achieve its mission.

Dream & Achieve slogan reflects on daring Muganga SACCO's members to dream big and witness their dreams come true!



GENERAL ASSEMBLIES RECAP



General Assembly is the highest governing and decision-making body of Muganga SACCO. As per the bylaws, there are two ordinary General Assemblies in a year. They took place in March and November 2022 respectively.

The General Assembly has the final authority on the decision making and the management of the affairs of the cooperative.

During the March 2022 General Assembly, among other highlights, there was a launch of Muganga SACCO's new logo, cementing the institution's change. Read more on March 2022 General Assembly [here](#).

The November 2022 and the third General Assembly's main highlights were unveiling the new head office, revised loan products from 2023, the launch of mobile banking, to mention but a few. Read more [here](#).



How does it work?

All operations are centralized at the head office, and members will use a variety of digital channels to request and access several services. At the hospital catchment area, Muganga SACCO staff are being deployed permanently to provide any support services members might need.

Where we are!

Web Portal: So far, more than 3,000 loans have been disbursed to members since the launch of the Web Portal in August 2021. The first-of-its-kind web portal is being upgraded to a more robust internet banking that is more user-friendly, tightened security, and with more features. The revamped web portal is projected to be launched in very early 2023.

Mobile Banking: A member does not need either a smartphone or the internet to withdraw or deposit funds. All thanks to mobile banking services. From the beginning of November 2022, we launched mobile banking, registered members can dial *565# to access Muganga SACCO's mobile banking. How can a member register? The registration form is found on our website.

What's ahead!

The launch of Mobile app, debit cards, and agency banking is expected in early 2023. This is part of our efforts to provide more convenient and accessible banking options for members. This move is expected to significantly enhance the banking experience for members, making it more convenient and accessible.

INTRODUCING BRANCHLESS SYSTEM

Technology has changed the face of banking industry!

“Digital technologies are a catalytic force for development in Africa”, said HE President Kagame during the opening of the Mobile World Congress 2022 in Kigali.

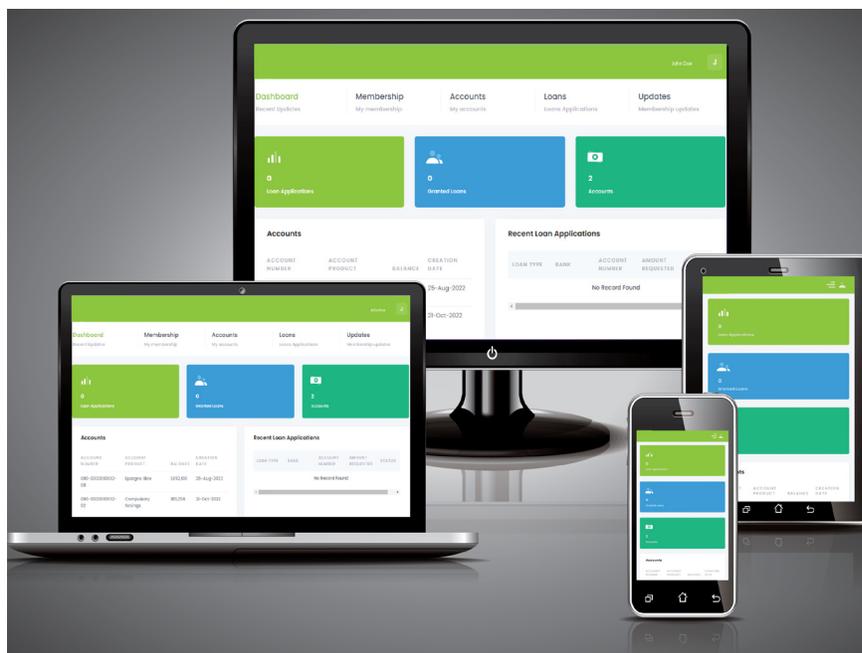
One may wonder, when was the last you went to a bank, to meet a staff member to get services? The answer is probably, weeks, months, perhaps a year, yet you are making several transactions with withdrawn money from your bank account! Strange? No. The future is digital!

Nowadays, several sectors are using computerized systems to modernize their operations. In Rwanda, you do not need to go to the local authority offices to request or obtain a certain certificate. For instance, if you need a criminal record certificate, you can apply via IremboGov and receive it in your email. Launched recently is a portal for requesting a building permit; you might as well get land-related services, and many more. Equally, one does not need to physically go to a bank to get several services!

Previously, people used to go into cities to find their banks, withdraw money and then transfer funds. Traditional banking usually involves face-to-face meetings with a bank's staff member which results in long queues, and that is dramatically shifting. Digital banking is becoming popular since one can transfer money or pay for any service/good with just a fingertip in the comfort of their home.

Technology is beyond quick services; there is more! Human beings are prone to errors, but with the advancement of technology, there is less probability of errors. Furthermore, it provides advanced data management and hence, better decision making.

Muganga SACCO is investing in digital banking, hence the branchless system.



A REVAMPED WEBSITE!

Muganga SACCO unveiled a new and improved website in 2022. The website, which serves as the primary digital hub for the institution, underwent a comprehensive revamp as part of a commissioned branding exercise. This revamp was aligned with SACCO's long-term strategy to ensure that it remains relevant and responsive to the needs of its members and stakeholders. [Read more](#)

NEW LOAN PRODUCTS!



Starting in January 2023, our members have access to a wide range of new loan products. Gone are the days when all loans were tied to members' savings. The new loan offerings include options like Quick Cash, Overdraft, Emergency, Scholar (Educational), Vehicle, Salary Advance, Project/Business, and Mortgage loans. Each loan product has unique features and eligibility criteria, which can be found on our website for easy reference. With these new options, members can find the loan that best fits their needs and financial situation. Find loan features [here](#).

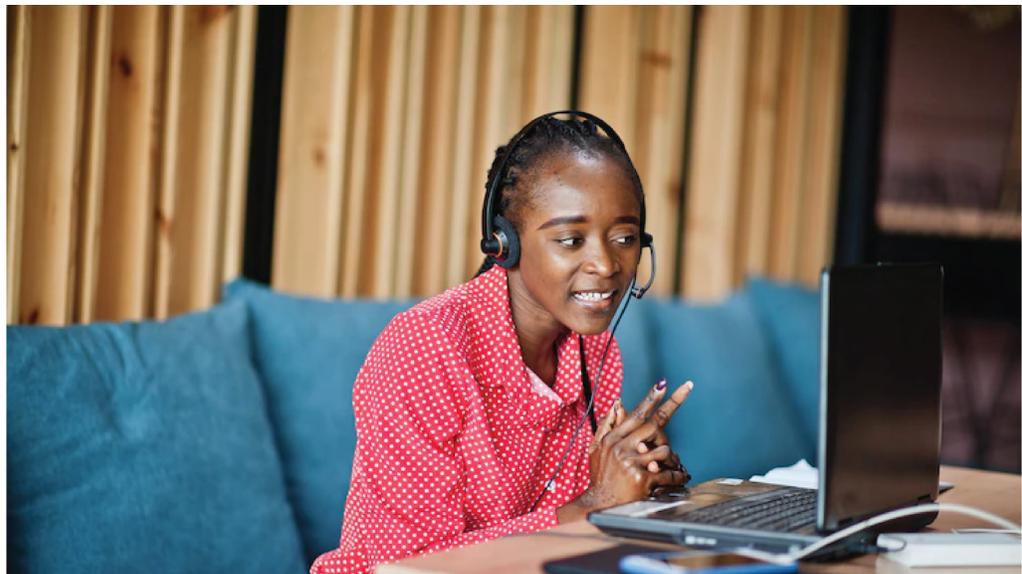
LAUNCH OF CALL CENTER

State-of-the-Art Call Center to Improve Customer Service!

This year, we launched a call center. The state-of-the-art facility provides members with exceptional service and support.

The call center is staffed by a team of highly trained professionals who are dedicated to providing the best possible experience for members. They are equipped with the latest technology and tools to ensure that all calls are handled efficiently and effectively.

In addition to providing support for our existing products and services, the call center is also a valuable resource for members who have questions or need assistance with any aspect of their experience with Muganga SACCO. Whether it's a simple question or a more complex issue, the call center team is ready and willing to help.



The call center is an important step in the SACCO's commitment to providing the best possible customer experience. It will be a valuable resource for members and will help to better serve their needs.

MANAGEMENT TAKES SHAPE



Management team with members of the governing organs & the guest of honor during November 2022 General Assembly

Exceptional services to members is a top priority. This cannot be achieved without experienced management that take care of Muganga SACCO’s daily operations.

As recommended by the National Bank of Rwanda, the Board of Directors recruited a team of experienced executive management to oversee the daily operations of Muganga SACCO.

The team is composed of seasoned professionals who have extensive experience in the banking and IT industry, as well as a proven track record of success in managing financial institutions in Rwanda.

Their expertise and leadership will be invaluable as Muganga SACCO strive to provide top-quality financial products and services to members.

This team will help to achieve the vision of becoming a leading provider of financial services to health professionals, and building a strong and successful SACCO. They joined the elected members of the governing bodies and staff as they embark on this exciting journey.

RIPPS Approval Marks a New Era!

Muganga SACCO As an Active Member of BNR’s Clearing House!

Muganga SACCO has become an active member of the National Bank of Rwanda’s clearing house, known as RIPPS, to ensure its members can channel their salaries through the SACCO, making it a convenient and efficient option for receiving their pay. This is one of the eligibility criteria to get loans. Muganga SACCO also purchases loans from other lenders, providing members with more options for financial assistance. The process is made easy with clear instructions on Muganga SACCO’s website.

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Dream & Achieve!