

**Seminar on
Cambodia's Microfinance amid the Global Financial Crisis
Phnom Penh Hotel, August 19-20, 2009**

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Purpose of the conference:

1. Discuss challenges faced by microfinance sector in particular and financial sector in general and its impact on Cambodia's economy.
2. Discuss roles and responsibilities of different stakeholders namely Microfinance Institutions, Regulators, Government authorities, in promoting financial inclusion, consumer protection while further developing financial sector of the country.
3. Share and discuss good practices on "responsible lending and debt collection" as well as on Non Performing Loan management.

Cambodia pays its unfailing attention to Microfinance sector due to its important roles complementary to formal banking sector, and successes in extending financial products and services to the rural population throughout the country. As of December 2008, about 900,000 people had access to microfinance loans from 18 licensed microfinance institutions.

Showing supports and commitment to the development of Microfinance, the first Microfinance summit was held in January 2006 to celebrate Microfinance Year under the presidency of Prime Minister Hun Sen. The second Microfinance conference was organized jointly by National Bank of Cambodia, International Finance Corporation and United Nation for Development Program in November 2007 with an objective to explore ways to sustain growth and development of Microfinance sector.

While impact of global economic crisis is glooming, the ability of the borrowers to repay their loans becomes increasingly challenging and worrying. This has been reflected by increasing PAR ratio. Loan duplication starts to be uncovered and the NPL has become an increasingly nerve-racking matter.

The conference is endeavored to discuss and answer the following questions:

1. How microfinance contributes to development of financial sector and the economy of Cambodia?
2. How much the global economic crisis impacts Cambodia's microfinance and economy?
3. What are the roles of different stakeholders in better achieving financial inclusion?
4. What are the benefits of credit bureau for Cambodia's financial sector especially microfinance?
5. How can microfinance institutions manage its NPL and debt collection responsibly?

DAY 1

Time 8 - 9	Subject	Remark
	Registration	IFC and CMA
	National Anthem and Khmer wishing dance	National Art
	Welcome address	Mr. Rafael DOCHAO MORENO, EU
	Welcome address	Mr. Russell Muir, IFC
	Opening Speech	H.E. CHEA CHANTO, NBC
<p>Key objectives:</p> <ul style="list-style-type: none"> - Roles of MFIs in economic and financial sector development in Cambodia - Present achievements of MFIs in Cambodia over the last 2 years since 2007 - Views and reaction of investors to the impact of the crisis and their plans and strategic focus going forward. - Present policy and intervention of NBC to help FI/MFI to get out from the crisis. 		
Session 1 9 - 10	Achieving systemic impact of MFIs	Moderator:
	Roles of CMA and Achievements of MFI	Mr. Huot Ieng Tong, CMA
	An investor perspective	Mr. Tanmay Chetan, AMF
	Roles of NBC in supporting MFIs	H.E. Mrs. Tal Nay Im, NBC
10:00 - 10:15	Break	
<p>Key objectives:</p> <ul style="list-style-type: none"> - Present key successes and challenges faced Cambodia's MFIs particularly during the crisis. - Discuss roles of and how local authorities can help FIs/MFIs - Sources of funding and its implication on interest rate - Roles and perspective of donor community in microfinance in Cambodia 		
Session 2 10:15 – 11:15	Evolution of Cambodia MFIs	Dr. BUN Mony, Sathapana MFI
	Products & interest rate	Mr. Sim Senacheert, Prasac
	Client protection	Mr. Om Seng Bora, VFC
	Microfinance: a donor perspective	Mr. Van Doorn Seth, EU
	Q & A	

<p>Key objectives:</p> <ul style="list-style-type: none"> - How can technological innovation promote financial inclusion? - Roles of credit bureau in promoting financial inclusion - Roles of financial network - Importance of financial literacy 		
Session 3 11:15 – 12:30	Creating a conducive environment for promoting financial inclusion	Mr. KIM VADA
	Technology application to extend reach	Mr. Brad Jones, WING
	The Role of Credit Bureau	Mr. Peter Sheerin, IFC
	The roles of microfinance networks	Ms. Magali Paulus, ADA
	Q &A	
12:30 – 13:45	Lunch Break and Press Conference	
<p>Key objectives:</p> <ul style="list-style-type: none"> - The impact of the crisis, and what is next? - What are the impacts of the crisis on Cambodia’s economy and how to get out of it - Roles and importance of credit culture from a perspective of customers and local authorities. 		
Session 4 14:00 – 15:00	Views of customer on credit culture	Mr. Ngen Nem
	Views of a commune chief on credit culture	Mr. Neth Sarain, commune leader from Prek Eng
	Credit Culture from Microfinance Perspective	Mr. Phallarin, Amret
	Q & A	
15:00 – 15:15	Coffee Break	
Session 5		
15:15 – 16:00	Economic Development, Crisis and Recovery	Mr. Bill Haworth, IFC
16:00 – 16:30	Impact of the global financial crisis on Cambodia	Mr. Stéphane Guimbert, World Bank
16:30 – 16:45	Q &A	
16:45 – 17:00	Summary of Day 1	Mr. Russell Muir + Mr. Kim Vada

DAY 2

Session 6	<i>Working in Context of Today's Crisis, Managing the Risks and Challenges</i>	
8:15 – 8:30	IFC&MFI Global Overview and Strategic Direction	Mrs. Margarete Biallas, IFC
	Managing Problem Loans in the MFI Industry	
08:30 – 09:30	Case Studies: Risk Management and Governance A framework for Microfinance	Mr. Hicham Mohamed Bayali, IFC
09:30 – 09:45	Best Practices in Collections For MFIs	Mr. Panos Varangis, IFC
09:45 – 10:00	Break	
	Implementing Good Practices in the Context of Responsible Financing	
10:00-10:30	Global Practices in Responsible and Ethical Collections	Mr. Amer Afiouni, Mckinsey
10:30 – 11:00	Responsible & Ethical Collection – <i>An Indian Perspective</i>	Mr. Samit Ghosh, Ujjivan Financial Services
11:00 – 11:30	Consumer and Market Conduct – <i>The Example of Malaysia</i>	Mr. Thomas Tan Koon Peng, Bank Negara
11:30 – 12:00	Financial Transparency	Ms. Alexandra D. Fiorillo, Microfinance Transparency
12:00 – 13:30	Lunch	
	The Road Ahead for Cambodia	
13:30 – 14:00	Legal & Regulatory Issues & Challenges	Mr. Brett Sciaroni
14:00 – 14:30	Investments to strengthen social capital	Mr. Tanmay Chetan, AMF
14:30 – 15:30	Panel Discussion: What's Next in Cambodia's Microfinance	Moderator: Margarete Biallas, (IFC) Participants: Mr. Hicham Bayali (IFC), Mr In Channy (Acleda), Mr. Chea Phallarin (Amret), Mr. Kim Vada (NBC), Mr. Stefan Harpe (Oiko Credit)
15:30-16:00	Wrap up and conclusion	IFC Representative TBC
16:00-16:15	Closing remark by NBC	H.E. Madam Tal Nay Im, NBC