Workshop Awareness in Public

Since July to December 2010, Cambodia Microfinance Association (CMA) has conducted 2 more workshops with local authority. After conducted in Siem Reap in March 2010, the first was conducted in Preash Sihanuk Province on 28 October 2010 and the second workshop was in Battambong Province on 30 November 2010. There were 59 and 67 participants respectively including Microfinance Operators and local authority in District level down to village level. The workshop focused on 3 main points which raising awareness of roles of Microfinance in local economic development to public, finding out the main issues which have been occurring in their operation areas and finding out the solution strategies to solve the issues and future perverting strategies. From feedback of the workshop, the participants were able to clarify the roles of each stakeholder in preventing future cases of multiple loans. In addition, the local authorities agreed to integrate the key findings of the workshop into their future action plans which they will share with their subordinates. Given the positive outcome, CMA is committed to replicate the workshop in all provinces in Cambodia.

Annual Microfinance Workshop

On 26 November 2010; CMA conducted the Annual Microfinance Workshop on Client Sustainability under financial supports from an ADA Microfinance Expert in Luxembourg; presided over by her Excellency Madam Tal Nay Im, Director General of National Bank of Cambodia (NBC).

There were 98 leaders from NBC, Ministry of Economy and Finance (MoEF), Rural Development Bank (RDB), ILO, Oikocredit, PlaNet Finance, IFC, ACLEDA Bank, 20 Microfinance Institutions and 4 Rural Credit Operators.

The workshop aimed to promote microfinance activity in a sustainable manner and encourage positive social impacts. In the workshop, it was highlighted a number of topics...
Microfinance is the key to breaking the poverty cycle

Annual Microfinance Workshop
(continued from page 1)
related to Client Sustainability. Firstly, it looked at the concept of Client Protection, its usefulness as a tool as well as its benefits and challenges.

Secondly, the workshop looked at the Financial Literacy of clients and current best practice from national and international perspectives. An action plan was created with the goal of dramatically improving financial literacy across Cambodia. Overall the workshop was a useful and thought provoking experience for all delegates involved.

CMA Provincial Branch Network meeting
To facilitate all microfinance operators in their operation areas, CMA had created 15 Provincial Branch Network in 15 provinces. The Provincial Branch Network has to meet every quarterly discussing on the issues occurring and finding the solutions among MFIs in their operation areas. Moreover, the discussion was also focused on conducting workshop with local authority which aimed to improve the relationship with MFIs and local authority, sharing information regarding problem areas and clients and discussed on MoU which was signed by CEO of 16 MFIs. During July-December 2010, The Provincial Branch Network conducted 25 meetings’ with 265 participants.

Microfinance Network Information
During the year 2010, MFIs achieved a high effective performance growth, between 2009 and 2010 amount of loan outstanding singly increased up to 42.3%, borrowers increased 13%, deposit balance also highly grow until 321.6%, and deposit balance increased 50.7%.

At the end of 2010, there were 4 MFIs newly licensed, and the total was 24 MFIs operating in 24 provinces throughout the country. Figures shown that the sector has loans outstanding $425.92 million with 992,452 active clients and $4.89 million with 190,023 active accounts, data consolidated from 23 license MFIs and 1 NGO as of December 31, 2010.

Visit www.cma-network.org/ for more detailed information.
From July to December 2010

CMA has conducted 4 training courses and 2 workshops with 149 participants. CMA training program aim to build up the CMA member staffs’ capacity on microfinance practice. The 4 training courses are Financial Instrument and Analysis, Governance and Leadership for Microfinance Network, Social Performance Management (SPM), and Proposal Preparation and Resource Generation which were trained by Dr. Huot Pum and PlaNet Finance respectively. Moreover there are 2 workshops were conducted by CMA with partnership with PlaNet Finance on Social Performance Management (SPM) orientation workshop and in partnership with OikoCredit on Client Protection Principles workshop.

Training Plan 2011

Why CMA the best Training provider for Microfinance

- CMA Provides customized contents of Training on what number’s needed
- Trainers are professional, practical experienced, and qualified
- CMA cares about the quality of training
- Only CMA has the impact follow-up activities after delivery training

To respond all members needed in year 2011 to come, CMA is going to have 15 training courses and we also reserve 5 courses during the years.

For any information regarding CMA 2011 training calendar
Please kindly contact
Mr. Cheang Vanna
H/P: 092 1234 36
E-Mail: tm@cma-network.org
Website: www.cma-network.org

<table>
<thead>
<tr>
<th>Nº</th>
<th>Topic</th>
<th># of Day</th>
<th>Training Date</th>
<th>Fee</th>
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<tbody>
<tr>
<td>1</td>
<td>Human Resource management</td>
<td>3</td>
<td>23-25 February</td>
<td>$ 180.00</td>
</tr>
<tr>
<td>2</td>
<td>Credit Evaluation and Appraisal</td>
<td>2</td>
<td>24-25 March</td>
<td>$ 120.00</td>
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<tr>
<td>3</td>
<td>Advance Training Management for talent</td>
<td>2</td>
<td>30-31 March</td>
<td>$ 90.00</td>
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<td>4</td>
<td>Risk Management and Its Analysis</td>
<td>3</td>
<td>6-8 April</td>
<td>$ 150.00</td>
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<td>5</td>
<td>IT Policy Development</td>
<td>2</td>
<td>21-22 April</td>
<td>$ 120.00</td>
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<tr>
<td>6</td>
<td>Liquidity Management</td>
<td>2</td>
<td>05-06 May</td>
<td>$ 120.00</td>
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<tr>
<td>7</td>
<td>Practical Research Methodology for MFIs</td>
<td>3</td>
<td>23-25 May</td>
<td>$ 150.00</td>
</tr>
<tr>
<td>8</td>
<td>Taxation / Cambodia tax System</td>
<td>2</td>
<td>9-10 June</td>
<td>To be confirmed</td>
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<tr>
<td>9</td>
<td>Human Resource Management for Non-HR Manager</td>
<td>3</td>
<td>22-24 June</td>
<td>$ 180.00</td>
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<td>10</td>
<td>Assets &amp; Liabilities Management</td>
<td>2</td>
<td>14-15 July</td>
<td>$ 120.00</td>
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<tr>
<td>11</td>
<td>Excellent Audit and Internal Control for MFIs</td>
<td>2</td>
<td>26-27 July</td>
<td>To be confirmed</td>
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<tr>
<td>12</td>
<td>Practical Product Development for MFIs</td>
<td>3</td>
<td>10-12 August</td>
<td>$ 150.00</td>
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<tr>
<td>13</td>
<td>Practical Marketing Management for MFIs</td>
<td>2</td>
<td>August</td>
<td>To be confirmed</td>
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<tr>
<td>14</td>
<td>Fraud Management and Prevention</td>
<td>2</td>
<td>September</td>
<td>To be confirmed</td>
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<td>15</td>
<td>Project Management (Strategic Planning and Budgeting)</td>
<td>3</td>
<td>September</td>
<td>To be confirmed</td>
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<tr>
<td>16</td>
<td>Staff Management</td>
<td>2</td>
<td>October</td>
<td>To be confirmed</td>
</tr>
<tr>
<td>17</td>
<td>Leadership Reflection</td>
<td>2</td>
<td>October</td>
<td>To be confirmed</td>
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<tr>
<td>18</td>
<td>Organizational Development</td>
<td>2</td>
<td>November</td>
<td>To be confirmed</td>
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<tr>
<td>19</td>
<td>Good Governance for MFIs</td>
<td>2</td>
<td>November</td>
<td>To be confirmed</td>
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CMA Training Conducted July - December, 2010

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Trainer</th>
<th>Date</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Instrument and Analysis</td>
<td>Dr. Hout Pum</td>
<td>22-23 July</td>
<td>17</td>
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<tr>
<td>SPM Orientation workshop</td>
<td>Planet Finance</td>
<td>05-06 August</td>
<td>34</td>
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<tr>
<td>Governance and Leadership for MF Network</td>
<td>Planet Finance</td>
<td>2-4 August</td>
<td>20</td>
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<tr>
<td>Proposal Preparation and Resource Generation</td>
<td>Planet Finance</td>
<td>7-9 Sept</td>
<td>12</td>
</tr>
<tr>
<td>Client Protection Principle Workshop</td>
<td>Smart Campaign</td>
<td>09-Dec</td>
<td>47</td>
</tr>
</tbody>
</table>

Total 149
Warm Welcome to CMA’s New Members


A Microfinance Institution receives a number of benefits once they become a CMA member. These include: Information dissemination (Network Information Exchange), Training and workshop opportunities, Networking with MFIs (Operation Club, HR Club, Finance Club and CMA provincial network meeting), Networking with National and International Stakeholders (Donors, Investors, Mix Market, and Regulators), Possible access to loans or funds from donors, investors, or lenders, Advisory services on Microfinance issues, challenges and opportunities, Government lobbying and advocacy opportunities, and Research and publications.

Very warm welcome to our new member in 2010

<table>
<thead>
<tr>
<th>No</th>
<th>Company</th>
<th>Member Type</th>
<th>Business</th>
<th>Joining Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CAM CAPITAL</td>
<td>Active Member</td>
<td>License MFI</td>
<td>Jun 2010</td>
</tr>
<tr>
<td>2</td>
<td>SAMRITHISAK Microfinance Ltd</td>
<td>Active Member</td>
<td>License MFI</td>
<td>Aug 2010</td>
</tr>
<tr>
<td>3</td>
<td>Angkor ACE Star Credits Ltd</td>
<td>Active Member</td>
<td>License MFI</td>
<td>Nov 2010</td>
</tr>
<tr>
<td>4</td>
<td>Prime MF Micro Finance Ltd</td>
<td>Active Member</td>
<td>License MFI</td>
<td>Jan 2011</td>
</tr>
</tbody>
</table>

CMA The Professional Association

On December 29th -31st, 2010, CMA has conducted Annual Staff meeting which held in Siem Reap Province with all of its staffs including one volunteer. After the meeting, we came up the result of developing CMA 2011 Annual Plan by putting more focus on the 4 main goals as stated in CMA 3 year strategic plan as below:

**Goal 1: Independence and Professionalism**
- All policies are in place
- All staffs be able to develop Annual Plan
- All staffs must understand and adapt policy and core value
- Refresh training on all policies
- Provide supplementary training and O-J-T
- Regular review and develop 3-year rolling plan
- Develop standard IT system
- Build up CMA Staff Capacity

**Goal 2: Strong Representative of Microfinance Sector**
- Regularly conduct meeting among key stakeholders
- Response on time to members’ needs
- Regularly collect and update all information from public
- Staffs, Management and representative of CMA must speak on behalf MF Sector
- Review the draft law relevant to regulator

**Goal 3: Public Awareness**
- Develop Newsletters, Annual Report, Brochures
- Regularly update and develop website
- Provide financial education to MFI clients
- Create media broadcasts

**Goal 4: Sustainability**
- Find secure long term funds
- Provide best services to members
- Generate more income
- Encourage Non-MFIs License to join CMA as member
- Create Training Center
- Build good relationship and communication with stakeholder
- Keep healthy working environment

A Microfinance Institution receives a number of benefits once they become a CMA member. These include:

- Information dissemination (Network Information Exchange)
- Training and workshop opportunities
- Networking with MFIs (Operation Club, HR Club, Finance Club and CMA provincial network meeting)
- Networking with National and International Stakeholders (Donors, Investors, Mix Market, and Regulators)
- Possible access to loans or funds from donors, investors, or lenders
- Advisory services on Microfinance issues, challenges and opportunities
- Government lobbying and advocacy opportunities
- Research and publications.

Very warm welcome to our new member in 2010.

To become CMA’s member, Please contact:
Ms. Hoy Sophea,
General Secretary
H/P: 012 98 44 05,
E: gs@cma-network.org

General Secretariat’s Activities

Annual Staff Retreat

On December 29th -31st, 2010 CMA conducted its 2nd Annual Staff Retreat in Siem Reap Province. The aim of the retreat was to reinforce CMA staff efficiency and encourage more effective performance. This was done through reflection about annual achievements compared with annual plan of actions and job descriptions. The retreat consisted of a half day meeting before staff visited other resorts and temples. There were 7 attendees including one volunteer from the Australian Government. The meeting was coordinated by the General Secretary who thanked all staff for their hard work to promote CMA and its recognition by stakeholders. She assigned all staff to present their achievements of 2010, their challenges and also their plan of action for 2011. In response to members’ needs, CMA concluded that it will endeavor to improve and reinforce our work. Knowing what we want to achieve this year is a useful tool that can help us reach our target goals.