

Improving Client Protection practices and benchmarking performance



Credit Union Keling Kumang or CUKK was established in 1993 in West Kalimantan province of Indonesia. CUKK offers financial services including credit, savings and social protection against contingencies to rural communities in West Kalimantan. CUKK is an active member of the association of credit unions in Indonesia and has been a long time endorser of the Client Protection Standards, a set of globally accepted standards necessary for minimum care of clients of financial services providers.

CUKK began its journey on improving the client protection in 2012 and has undergone an assessment on the version 1.0 of the Client Protection Standards. CUKK seeks to further improve the implementation of the standards and is in the process of undergoing assessment on the version 2.0 of the Standards. At the end of this assessment, CUKK hopes to have better compliance with the Standards taking into account local practices.

M-CRIL will benchmark CUKK's performance by applying M-CRIL's proprietary CP Lite Qualification methodology which was developed specially for small financial service providers aiming to embark on the Certification journey. This benchmarking will help CUKK to showcase its commitment to client centricity in its operations.

Please visit our LinkedIn page to view our post on M-CRIL's association with CUKK helping them commence and advance on their journey towards Client Protection - <https://www.linkedin.com/feed/update/urn:li:activity:6841031865386749953>