

## **Coastal Community Hosts Two Credit Union Leaders for Women's Mentorship Program**

Vancouver Island, BC, Canada – October 17, 2022: Credit union leaders Judith Nzioka and Gladys Bichanga are spending 10 days learning the ins and outs of Coastal Community Credit Union. Coastal Community is hosting the Kenyan women from October 13 to 21 through the Women's Mentorship Program, developed by the Co-operative Development Foundation of Canada. The annual international co-operative mentoring program is a mutual learning opportunity for both Canadian credit unions and female managers of overseas financial co-operatives.

Judith Nzioka comes to the program from the Kenya National Police Savings and Credit Co-operative (SACCO) Society Ltd. and works as a branch manager. Gladys Bichanga is a Banking Services Manager with Ukulima SACCO Society Ltd., which is headquartered in Nairobi. Both women will spend the week immersed in the activities of every department of the largest credit union based on Vancouver Island and the Gulf Islands. Their job-shadow includes loan portfolios, reducing loan delinquency, credit union leadership, marketing, governance, and human resource management.

Judith is particularly looking forward to learning how Coastal Community enhances business planning and growth while keeping an eye on effectiveness and efficiency. Another area of interest is understanding more about the organization's internal control systems.

Gladys would like to know more about the way Coastal Community reduces loan delinquency, mitigates credit union risks like cybercrime, and grows employee leadership skills. Both women will pass on what they've learned to their respective organizations when they return home.

Coastal Community is a longstanding supporter of the mentorship program. "The Women's Mentorship Program is an absolute gift for us," says Karla Rhode, Talent Acquisition Manager with the credit union. "While we offer advice, guidance and tools for consideration and implementation in mentees' home credit unions, the learning goes both ways. We gain considerable knowledge from the women's rich questions, shared areas of concern and their diverse cultures, family and life experiences."

\*\*\*

Media contact: Gerry Weaver | Communications Specialist, Coastal Community Credit Union  
1.888.741.1010

## COASTAL COMMUNITY CREDIT UNION

***Improving financial health, enriching lives, and building healthier communities...*** These are at the core of who we are and what we do at Coastal Community Credit Union (CCCU).

With these as our focus areas, the CCCU family of companies continues to grow our position as the largest Island-based financial organization. We serve over 120,000 members and clients on Vancouver Island and the Gulf Islands.

To help our members and clients improve their financial health, our business lines offer a full range of products and services for personal, business and commercial banking, insurance\* and wealth management\*\* through Credential Securities. Our Island communities are our homes, so we make decisions based on knowledge of the local market, strengthening local economies. And we never stop looking for ways to improve the way we do business.

As a financial co-operative, we are 100% member-owned. Our shareholders are our neighbours and fellow citizens, so we are focused on building strong and vibrant communities by keeping our jobs, our earnings, and our community efforts local. Each year, Coastal Community invests over half a million dollars into communities across the Islands through community funding grants, education awards, sponsorships and fundraising initiatives.

Want to learn more? Visit [cccu.ca](http://cccu.ca) or join us on our Facebook and Twitter pages.

\*References to "insurance" in this article refer to the insurance services provided through Coastal Community Insurance Services (2007) Ltd., an affiliate of Coastal Community Credit Union.

\*\*Mutual funds, other securities and securities related financial planning services are offered through Credential Securities, a division of Credential Qtrade Securities Inc. Credential Securities is a registered mark owned by Aviso Wealth Inc. Life and health insurance provided through Coastal Community Private Wealth Group, a division of Coastal Community Financial Management Inc., a subsidiary of Coastal Community Credit Union.