



Carla Decker, COO - IDB Global FCU
Perspectiva desde Una Cooperativa de
Ahorro y Credito



Objectivos de Esta Presentacion

La Experiencia del IDB Global Federal Credit Union

Un Modelo de Impacto

El Rol de las Asociaciones Nacionales / Internacionales

Potenciales y Limitantes

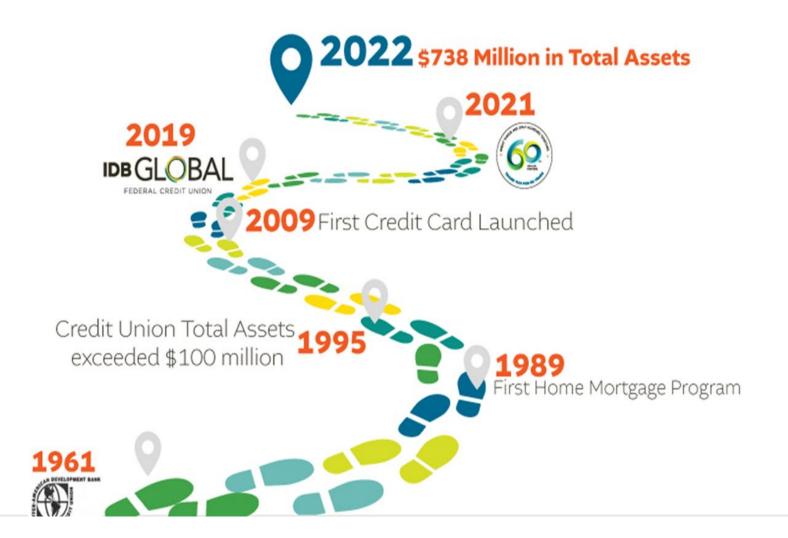


La Cooperativa de Ahorro y Credito del Banco InterAmericano de Desarrollo en la Sede del BID en Washington, D.C.





Historia





Resultados Financieros al 2021

20 21 **RESULTS**

Equity

\$87M

Member shares and deposits increased by

Total Credit Union assets reached

\$44.5M \$730.6M

Strong return on assets

0.60%

Net worth ratio exceeded

12%



Metricas de Rendimiento y Participacion

Internet Banking Penetration Rates



82%

Online Banking



44%

IDB Global FCU App



81%

E-Statement enrollment



7%

Remote Deposit usage



6%

Bill Pay usage

Service Satisfaction Rating



Net Promoter Score

59 out of a -100 to 100 range

* The average NPS in the banking industry is 34.



100%

In-Branch Service Satisfaction Rating

Contact center experience: Online account opening experience:

4.6/5

4.7/5

Remote banking service satisfaction Wire transfer experience

4.0/5

4.5/5

Resources



17

Seminars offered to members



1,224

Members registered for seminars



16%

Increase in seminar registration from 2021

Contact Center



Calls 39,376



Emails 12,383



Skype Calls 641

Secure Support Emails



eal estate loan counseling essions with members

107

Investment counseling

151

Digital Support



3

2,065 Chats handled



2,340 Web calls handled



378 Member Services appointments

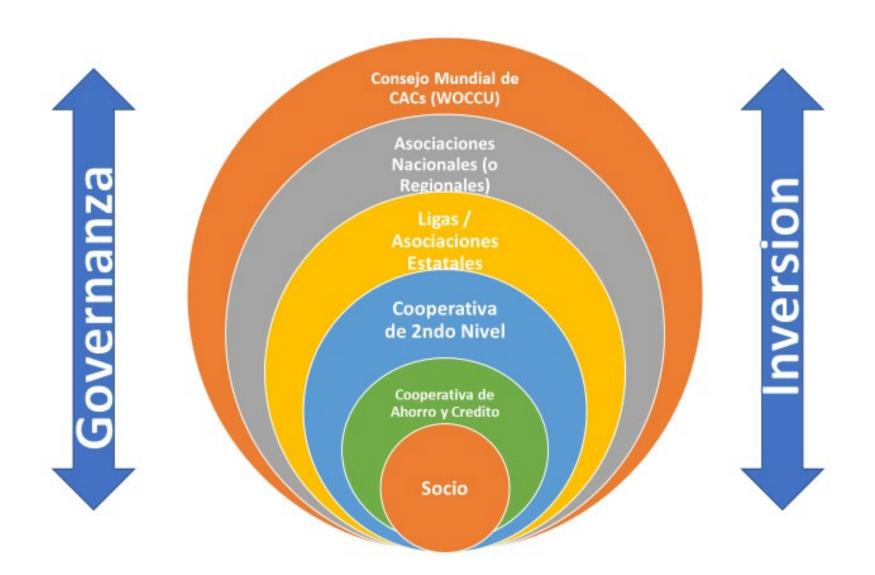


Resultados Financieros al 30 Set 2022 (en Millones de Dolares)

Financial Statement Category	Current
Loans, Net of Loss Allowance	\$547.4M
Investments	\$156.5M
Total Assets	\$756.M
Borrowings	\$50.M
Shares & Deposits	\$625.8M
Equity Capital	\$76.8M
Net Income (Monthly)	\$.5M
Net Income (YTD)	\$3.9M



Estructura y Funcion del Modelo de las CACs



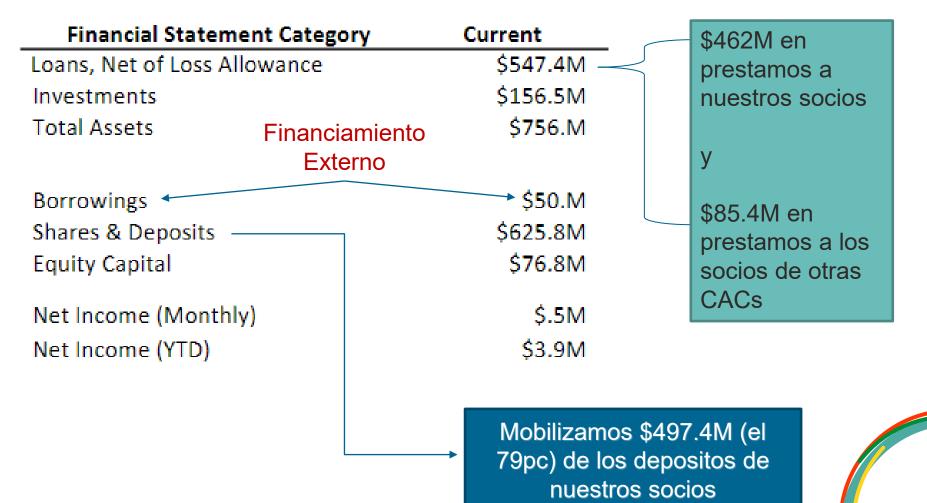


Herramientas Financieras e Impacto

Financial Statement Category	Current	\$462M en
Loans, Net of Loss Allowance	\$547.4M —	prestamos a
Investments	\$156.5M	nuestros socios
Total Assets	\$756.M	
		У
Borrowings	\$50.M	\$85.4M en
Shares & Deposits ———	\$625.8M	prestamos a los
Equity Capital	\$76.8M	socios de otras
Net Income (Monthly)	\$.5M	CACs
Net Income (YTD)	\$3.9M	
	Mobilizamos \$4 79pc) de los der	positos de

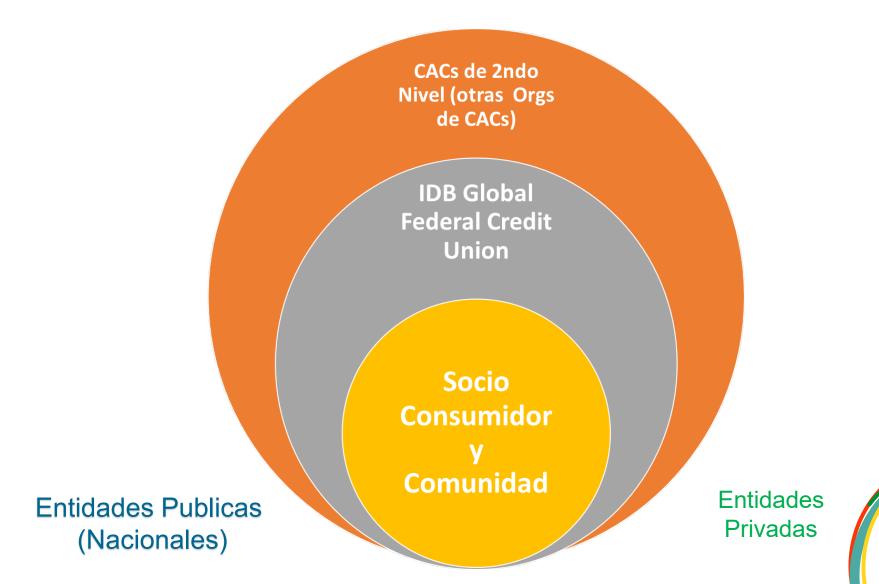


Apalancamiento de Fondos Cooperativos y Publicos





El Contexto Actual del IDB Global Federal Credit Union





Potencial para el Cooperativismo

