In cooperation with partners, the CAP Project in Ukraine delivered tangible results in the following areas:

### Legal & Regulatory Framework
- CAP proposals and recommendations based on best practices were considered in the following new documents:
  - The National Bank of Ukraine (NBU) approved provisions on the procedure for disclosure of information by non-bank financial institutions.
- The Law “On financial services and financial companies” was adopted.
- Three workshops were organized for the NBU and the Deposit Guarantee Fund (DGF) on:
  - Compliance risk management in banks and credit unions: Polish experience.
  - Inclusion of credit unions in a deposit guarantee system: Albanian experience.
  - Credit union deposit guarantee systems and regulating insolvency.

### Liquidity Fund
- The first tranche of the Liquidity Fund was fully disbursed to United Credit Unions via 256 loans to agriproducers and 14 credit unions.
- The Ukrainian National Association of Savings and Credit Unions (UNASCU) formed a working group of the associated members to explore opportunities to cooperate with insurance companies. Its partner insurance company shared its expertise on collateral insurance, which is obligatory for credit unions.
- The Ukrainian United Credit Union (UUCU) started investing in state securities – an important financial tool for managing liquidity – an activity supported by CAP.

### Strengthening Industry Associations and United Credit Unions (UCUs)
- Training webinars organized for the Associations, the UCU and the Working Group on:
  - Customer service functions and standards of service in credit unions.
  - Business planning approaches for associated members of associations and a business planning tool introduction.
- Selected impact investor concluded independent assessments of UCU. The recommendations will inform TA support to the UCU to build their attractiveness as investment targets.
- The Ukrainian National Association of Savings and Credit Unions (UNASCU) formed a working group of the associated members to explore opportunities to cooperate with insurance companies. Its partner insurance company shared its expertise on collateral insurance, which is obligatory for credit unions.
- The Ukrainian United Credit Union (UUCU) started investing in state securities – an important financial tool for managing liquidity – an activity supported by CAP.

### Digitalization
- All credit unions of the All-Ukrainian Credit Union Association (AUCUA) gained access to vkursi.pro. This service will help credit unions meet legislative requirements regarding verification of their current and potential members.
- Ten partner credit unions completed integration of a CRM-system, which enables business processes optimization using automation tools, of which five successfully integrated the CRM with their accounting systems. They can now use chatbots, IP telephony and bulk SMS messaging.
- An AUACU-based working group is developing a new Core Banking System (CBS). CAP provided terms of reference on its modules’ development to support this on-going process.
Agrilending

- The Agricultural Lending Working Group (AGLWG) members participated in a remote annual meeting. Analytical online platforms facilitating land bank management and agro-insurance services were presented.

- The AGLWG members took part in the training on credit unions’ involvement in financing value chains. A “value chains” sub-group was created as a result.

- Credit unions are developing their land lending products based on guidance materials provided by CAP. This quarter, a training on berry-growing financing was organized.

- For the first time, a partner credit union has issued a loan for land purchase to an agriproducer. CAP TA remains critical to establish credit methodology for land financing.

**Total of 15,446 new agriloans disbursed during the life of the CAP Project**

Inclusive Development & Communication

- A training on “gender sensitive communication as part of credit union HR-policy” for credit union leaders was organized. The participants explored ways to achieve gender equality.

- The Global Women’s Leadership Network’s (GWLN) We For She Pink Paper: Advancing Women’s Leadership in Credit Unions was distributed among Women’s Leadership Group participants and partner credit unions.

- The CAP Project carried out an Awareness Building Campaign for International Credit Union Day, celebrated on October 21 by:
  - organizing a series of radio programs on Radio NV — featuring participation by representatives of the national credit union associations and key state institutions: the National Bank of Ukraine, Deposit Guarantee Fund, the Parliamentary Committee on Finance, Taxation and Customs Policy and the Project;
  - publishing an article on a national media platform - Ukrinform;
  - producing a video dedicated to the International Credit Union Day 2021.

**Radio programs totaled a combined audience of 19,139 with:**

- 171,700 unique FM airplay listeners
- 8,640 listeners on SoundCloud
- 957 viewers on YouTube
- 7,842 listeners on Radio NV podcasts

The article was published on 37 new platforms

The video was viewed more than 1,600 times