

International best practice by mutuals: Customer engagement & more

Friday 17 November 2017

Instil Webinar

CPD Hours: 1



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Webinar: International best practice by mutuals: Customer engagement and more...

Next Level Research is publishing a new report on how international mutuals are getting ahead.

Join Instil and Next Level Research to hear significant findings from the report, and to learn about:

- How customer owned institutions are faring overseas.
- Best practice examples from overseas mutuals on customer engagement and more.
- Current growth strategies pursued by credit unions internationally.
- How overseas mutuals are adapting to technological disruptions





Webinar: International best practice by mutuals: Customer engagement and more...

Who is this webinar for?

- *Senior Managers and Emerging Leaders*
- *Mutual ADI Directors*
- *Anyone with an interest to better understand how international mutuals are bringing improved service to their members*

On registration, you will receive a confirmation email with instructions on how to join the webinar.

Date: Friday 17 November 2017

Time: 11:00am – 12:00pm AEDT

Cost: \$110.00 incl. of GST



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Webinar: International best practice by mutuals:

Customer engagement and more...

Our presenter – Chris Mason
Researcher – **Next Level Research**



Chris's Background and Experience:

- Five years as a researcher in retail banking, providing both bespoke research and regular reports to a diverse range of customer-owned ADIs in support of their advocacy and strategic decision making.
- Research on a wide range of topics within retail banking, including P2P lending, economic forecasts, Gen Y engagement, and channel strategy.
- Analysis work in support of advocacy on behalf of customer owned ADIs, submitted to the scrutiny of APRA, the media, and Australian politicians.

Next Level Research provides tailored research and analysis to Australian cooperatives, helping these institutions achieve their long term goal of providing sustainable value to their members.

To discuss research options, contact Chris:

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