

Press Release for Immediate Release
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UMWALIMU SACCO to reward around 100 teachers as part of the International Customer Service Week 2021 and World Teacher's Day celebrations

Every year, Umwalimu SACCO joins other service providers across the world in the celebration of the Customer Service Week. This year's Customer Service Week will run from 4th October up to 8th October 2021. As always, during this week, on 05th October 2021 Umwalimu SACCO will also join the world and the country in the celebration of the World Teacher's Day.

The global theme of this year's Customer Service Week is *"The Power of Service"*, while the World Teacher's Day will be marked under the theme *"Teachers at the heart of education recovery."*

During this week and World Teacher's Day celebrations, Umwalimu SACCO plans to show appreciation to its members for their loyalty and trust. Umwalimu SACCO will also use the occasion to improve staff awareness about maintaining service excellence. In this regard, Umwalimu SACCO will hold different activities in all its branches, which include:

- ✓ Rewarding Best Borrowers, Best Savers, Best Performing Tontines and Best performing schools in school fees deposit,
- ✓ Providing gifts to members as a humble sign of appreciation by Umwalimu SACCO's staff and management;
- ✓ Taking a special time to explain to members about Umwalimu SACCO's products and services as well as members' rights; among other activities.

On the occasion of the World Teachers' Day 2021, Umwalimu SACCO will join the Ministry of Education (MINEDUC) and its partners in a National-level celebration of this big day for teachers. At this event which will coincide with the award ceremony of best performing teachers at National and Provincial level, Umwalimu SACCO will also reward Best Borrowers at provincial level, Best Savers from Members teaching in universities and Best Performing Schools in school fees deposit.

On this occasion, 5 Best Borrowers at Provincial level will be rewarded with motorcycles while 5 Best Savers from Members teaching in universities and 10 Best Performing Schools in school fees deposit will be rewarded with crystal awards.

In order to comply with measures to contain the spread COVID19, 30 Best Borrowers, 30 Best Savers and 30 Best Performing Tontines at District level will be rewarded with computers at Branch level.

274 schools will also be officially recognized for their loyalty to Umwalimu SACCO and good performance in school fees deposits, and be given certificates of recognition.

These rewards are meant to appreciate Best Performing Members for their loyalty to Umwalimu SACCO, encourage them to continue business and trust in Umwalimu SACCO as well as motivating others to emulate them.

“We are grateful to members for their loyalty and trust they have put in this cooperative. We also thank members for their contribution in helping Umwalimu SACCO to grow and we wish to reiterate our commitment to members’ satisfaction by devising new strategies to better serve them,” said the Director General of Umwalimu SACCO Ms. Laurence Uwambaje.

Those rewards of motorcycles are expected to help the rewarded members as a means of transport when supervising their projects and attending their work without any difficulty ; while computers are expected to help the awardees to improve their daily work of teaching but also improve their business management by doing their accounting activities easier than using a hard register book.

Note to editors

More information about Umwalimu SACCO

Umwalimu SACCO is a Savings and Credit Cooperative for the Rwandan Teachers founded in 2006 and licensed by the National Bank of Rwanda (BNR) on February 22nd, 2008. The institution’s core activities are savings mobilization and lending to members at competitive rates.

Members of Umwalimu SACCO are teachers in public and private schools based in the country and employees in the Education Sector. So far, Umwalimu SACCO has over 95,000 members across the country.

Umwalimu SACCO strives to improve the welfare of its members. Umwalimu SACCO **Mission** is to improve members’ welfare through provision of appropriate, innovative, affordable and accessible financial services. Umwalimu SACCO’s **Vision** is to be a Model SACCO in the country, offering high quality, yet affordable financial services to its members.

Umwalimu SACCO’s Headquarters is located in the City of Kigali, Gasabo District. Umwalimu SACCO has 1 branch across each District, totaling 30 branches across the country.

More information about the World Teacher’s Day

World Teachers’ Day is held annually on 5 October to celebrate all teachers around the globe. It commemorates the anniversary of the adoption of the [1966 ILO/UNESCO Recommendation concerning the Status of Teachers](#), which sets benchmarks regarding the rights and responsibilities of teachers, and standards for their initial preparation and further education, recruitment, employment, and teaching and learning conditions. World Teachers’ Day has been celebrated since 1994.

On World Teachers’ Day, the services of teachers and their contributions to education are acknowledged and their role and importance for the development of students and society are appreciated. Teachers’ Day is also an occasion that pays a tribute to the teachers and their profession.

Rwanda started to celebrate the World Teacher’s Day in 2002, therefore this year it will be celebrated for the 20th time. Rwanda marks this day to recognize the role of teachers in the development of students, society and the country in general.

The theme of World Teachers' Day 2021 is “**Teachers at the heart of education recovery**”. The United Nations (UNESCO) chose this theme for teachers' day in respect of their determined and diligent efforts in the crucial stages of the Covid-19 pandemic.

More information about the Customer Service Week

Customer Service Week which is celebrated every year during the month of October is an international celebration that calls attention to the importance of customer service and the people who provide it. It provides a unique opportunity for service improvement and support professionals around the globe to join in a celebration of the important role that customer service plays in every organization.

It is in this regard that every year Umwalimu SACCO marks the Customer Service Week coupled with the International Teacher's Day which falls on 05 October, in order to appreciate members for their loyalty and trust in the cooperative, as well as renew Umwalimu SACCO's commitment to members' satisfaction.

That's why Umwalimu SACCO Team takes this opportunity to appreciate member's contribution in the growth of Umwalimu SACCO.

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