

# E-Newsletter



December, 2023



***MALAWI UNION OF SAVINGS AND CREDIT  
COOPERATIVES***

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## **Editorial**

Dear reader,  
Welcome to the December Issue of our E-Newsletter.

December was exciting, we had member education campaigns, charity works and one of the SACCOs Launched a WhatsApp Chat Bot!

For more information regarding updates, and articles included herein, please visit our website at [www.muscco.org](http://www.muscco.org) .

Enjoy our Newsletter! Happy Holidays!

Andole Mang'anya  
Corporate Affairs Officer

# MUDI SACCO LAUNCHES WHATSAPP CHATBOT!

In a world that is fast growing into a one technological unit, Sacco has made efforts to move along with it, all in an effort to meet and collectively satisfy the communications that are there for its members. With this, Mudi Sacco becomes the first Sacco amongst the 40 plus saccos in Malawi, to introduce WhatsApp Chatbot in order to enhance its member services.

The journey of this innovative endeavor begun early this year and it came into fruition in September of the same, followed by its successful launch on 9th December 2023 during a Gala night.

Speaking during the event, the Chairperson of Mudi Sacco expressed her excitement as to how this innovation will enhance the member services. She further explained that the WhatsApp Chatbot aims at ensuring that its members have access to all the services that Mudi Sacco offers in the com-

fort of their homes, thereby mitigating the inconveniences that comes with accessing information. In addition, the WhatsApp Chatbot is a user-friendly communication tool with instant feedback to any critical information that existing members can access and also providing an easy platform to accessing pertinent information by new or prospective members.

Mudi Sacco Team is always proud to be the Sacco that leads in embracing practical and usable technology as far as communication to its members is concerned and we hope that the rest of the Saccos will emulate the same if they are to effectively operate and compete well on the market.



*Figure 1: MUDI SACCO Chairperson unveiling the Chatbot*



# REACH OUT AND TOUCH



December is a happy month! While people were getting ready for holidays, the Global Women Leadership network - Malawi Sister Society Central Region Block thought of celebrating the holidays in style. The women visited Kamuzu Central Hospital Childrens Cancer ward. The children received various food stuffs and toys just to cheer them up.

**Figure 2:** *Central Region GWLN-Malawi sister society representatives  
GWLN– Malawi Sister Society Central Region Chapter representatives.*



**Figure 3:** *GWLN– Malawi Sister Society Central region chairperson & MUSCCO women coordinator making a symbolic donation to the guardians*



## MEMBER EDUCATION – KEY TO SUCCESS!

Education, Training and Information is always at the heart of Msilikali SACCO. Under the theme “Personal Finance Management”, MSACCO conducted training sessions across the country. The interactions give members an opportunity to understand the products and services offered by the SACCO while the SACCO officials also get feedback from their members on the products and services.



**Figure 4:** *Msilikali SACCO Team pose with delegates after a successful session*

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