

"Consumer in Financial Crisis: Lessons Learned and Ways Forward"

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# The Credit Union Difference

- Democratically controlled credit institutions, owned and controlled by their members and governed by a volunteer board of directors
- Membership based on shared common bond via employment, residence etc.
- Providing financial services to their members on a **not-for-profit** basis at reasonable rates of interest

# Access to Financial Services

- **Methods of Access to Financial Services**
  - Simplified Financial Products
  - Financially Capable citizens
- **Best Practice?**