

MICROFINANCE CENTRE

CERTIFICATE OF

#DIGITAL LITERACY BOOTCAMP

COMPLETION

FOR

ELONA CAULI

European Investment Bank · Institute

EFSE DEVELOPMENT FACILITY

bfc Business & Finance Consulting

crystal

OPENCBS

BCRS

who completed the following tracks:

- **#1: Digital profile of the customer**
- **#2: Digital presence and effective customer acquisition**
- **#3: Digital customer service and value add**
- **#4: Digital operations**
- **#5: Digital capabilities and agile way of working**
- **#6: Regulation supporting digitalisation**

Grzegorz Galusek, MFC Executive Director

mfc.org.pl/bootcamp-certification