



Financial Innovation Forum

OCT 10-11

PARKLANE RESORT & SPA
LIMASSOL - CYPRUS

2019



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#FIF2019

PRESTIGIOUS SPEAKERS LINE-UP



- ◆ **Marius Nedelcu**
Head of Growth at **TransferGo**
- ◆ **Devie Mohan**
a great FinTech influencer, Co-founder and CEO at **Burnmark**
- ◆ **Yasamin Karimi**
Head of Product in Banking Services at **Starling Bank**
- ◆ **Marcello Calabrò**
Global Head of Marketing at **UniCredit**
- ◆ **Yannis Karagiannidis**
Head of Growth at **Monese**
- ◆ **Fabrizio Ballarini**
Head of Organic Growth & SEO at **TransferWise**
- ◆ **Abhijit Akerkar**
Head of Applied Sciences, Business Integration at **Lloyds Banking Group**; Expert Advisor at **APPG AI**
- ◆ **Simon Separghan**
Head of Customer Contact at **RBS**
- ◆ **James Carroll**
Senior Vice President Digital Services/Labs as a Service, Data and Services at **Mastercard**
- ◆ **Elena Lavezzi**
Head of Southern Europe - Growth at **Revolut**
- ◆ **Kaushalya Somasundaram:**
Managing Director, Head of Fintech Partnerships & Strategy at **HSBC**
- ◆ **Nicolas Mesaritis:** CTO of **Ecommbx Limited**
- ◆ **Lilsa Kannianen**
VP, Strategic Partner at **Nordea**
- ◆ **Chad West**
Director Marketing & Communications at **Revolut**
- ◆ **Bharat Bhushan**
CTO, Banking & Financial Markets at **IBM**
- ◆ **Martin Moeller**
Digital Transformation Principal for Banking & Finance at **Microsoft**
- ◆ **Hetal Popat**
Director UK and Europe Open Banking and PSD2 programmes at **HSBC**
- ◆ **Peter Thomas**
Head of PRA Data Innovation PRA Chief Operating Office at **Bank of England**
- ◆ **Paul Alfing**
Senior Consultant Retail at **Payments Advisory Group**; Member Digital Transactions and Innovation Taskforce at **Ecommerce Europe**
- ◆ **Rich Wagner (Chairman)**
CEO at **Cashplus**
- ◆ **Pedro Pinto Coelho**
Chairman and Chief Executive Officer at **Banco BNI Europa**
- ◆ **Michael C.G. Charalambides**
CEO - MD, **EcommBX**

DAY 1



08:00-09:00

REGISTRATION & WELCOME COFFEE

09:00-09:15

WELCOME ADDRESS

Director QUBE

09:15-09:30

CHAIRMAN OPENING ADDRESS

Rich Wagner- CEO at **Cashplus**

DIGITAL INNOVATION BUSINESS TRANSFORMATION

09:30-09:55

KEYNOTE + Q&A (~10 mins)

The Race Against Digital Darwinism

It is now obvious that the accelerating pace of technological change is the most creative force for Innovation — and also, the most destructive one—in the financial services ecosystem today. In this presentation James sets out some of the real

world implications of these technological advances on the financial services industry and those who must supervise and use it, underpinned by real world technology examples to bring these concepts to life

James Carroll : Senior Vice President Digital Services/Labs as a Service, Data and Services at **Mastercard**

09:55-10:30

SPEED NETWORKING

(Innovative approach to maximize networking capabilities through two minute periods, where delegates can meet their peers and exchange business cards before rotating to the next company representative.

10:30-11:00

COFFEE BREAK

11:00-11:25

KEYNOTE

PSD2 and Open Banking Innovation

What has happened so far in UK/Europe - Global adoption of these technologies - Lessons learned from UK/Europe - HSBC's key use cases for customers

Hetal Popat - Director and Head, Open Banking and PSD2 at **HSBC**

DAY 1

11:25-11:50

FIRESIDE CHAT

Forget payments, just check-out!

Faster and simpler ecommerce payments with the W3C Payments Request API, a standard for making payments from a browser. This makes the payment page of a PSP redundant and will be implemented in all browsers.

Paul Alfing: Senior Consultant Retail at **Payments Advisory Group**; Member Digital Transactions and Innovation Taskforce at **Ecommerce Europe**

11:50-12:35

PANEL DISCUSSION

Advanced mobile payments and security

Trends driving mobile payments and security concerns

Hetal Popat: Director and Head, Open Banking and PSD2 at **HSBC**

Paul Alfing: Senior Consultant Retail at **Payments Advisory Group**; Member Digital Transactions and Innovation Taskforce at **Ecommerce Europe**

12:35-13:00

KEYNOTE + Q&A (~10 mins)

How to create API-based offerings for corporate customers

Liisa Kannianen VP, Strategic Partner at **Nordea**

13:00-14:30

LUNCH BREAK

14:30-15:15

PANEL DISCUSSION

Partnering for Innovation

Charting initial steps, challenges, and opportunities

Kaushalya Somasundaram: Managing Director, Head of Fintech Partnerships & Strategy at **HSBC**

Pedro Pinto Coelho: Chairman and Chief Executive Officer at **Banco BNI Europa**

Michael C.G. Charalambides: CEO - MD, **EcommBX**

Kathy Chang: Head of Strategic Partnership - **DNB Bank ASA**

15:15-15:40

KEYNOTE + Q&A (~10 mins)

Regtech & suptech: a central bank view

Perspectives on RegTech in supervised firms, development of SupTech in the Bank of England, work going forward and ongoing industry engagement

Peter Thomas: Head of Data Innovation at **Bank of England**

DAY 1

15:40-16:10

COFFEE BREAK & BRAINDATES

(Braindates help delegates learn from one another through one-on-one or small group sessions- “dates”). Participants make offers and requests for knowledge on topics of interest and are matched together to schedule meetings with one another, aiding both learning and networking.)

BRANDING & DIFFERENTIATION

16:10-16:35

CAMPFIRE SESSION

Standing out in the Fintech Ecosystem

How we're targeting different sectors to provide with them access to our real-time payments platform

Yasamin Karimi: Head of Product in Banking Services at **Starling Bank**

16:35-17:20

PANEL DISCUSSION

Digitization of Financial Services: Marketing Strategies of Established Financial Players and Fintech and Future Perspectives of Financial Marketing

Use the technology advances to automate the delivery and use of financial services to consumers, go mobile, video and use the power of visual marketing to create outstanding experiences and engagement. Build the trust of your customer, effective marketing strategies and an action plan. Meet the point of view of both- the traditional banking players as well as the FinTechs.

Marius Nedelcu: Head of Growth at **TransferGo**

Fabrizio Ballarini: Head of Organic Growth at **TransferWise**

Devie Mohan: a great FinTech influencer, Co-founder and CEO at **Burnmark**

Marcello Calabrò: Global Head of Marketing at **UniCredit**

Andreas Roos: Director of Design Strategy at **Visa**

Yannis Karagiannidis: Head of Growth at **Monese**

17:20-17:30

CHAIRMAN CLOSING COMMENTS

DAY 2



08:30-09:00

MORNING COFFEE

VOICE OF CUSTOMER

09:00-09:25

FIRESIDE CHAT

Customer Insight & International Growth

The customer growth in the wake of digital transformation, loyalty

Chad West: Director Global Marketing & Communications at Revolut

09:25-09:50

KEYNOTE + Q&A (~10 mins)

AI Soup for the CX Soul

Abhijit Akerkar will argue that like a consummate chef, you will have to blend the right ingredients – strategy, machine learning, data, behavioral science, capability building, and ethics – in the right way to create a signature dish that enhances your brand value and returns. A variety of AI technologies will have to be deployed to work in tandem to create a compound effect while

maximizing value from each technique. Organizational silos will have to be broken. Cracking this code for your organization will take a few iterations.

Abhijit Akerkar: Head of Applied Sciences, Business Integration at Lloyds Banking Group; Expert Advisor at APPG AI

09:50-10:15

KEYNOTE + Q&A (~10 mins)

How to Ensure the Human Touch Is Not Lost When Implementing Artificial Intelligence Technology on a Global Scale?

How digital transformation is driving customer experience? How modern business will rely on CX in 2020 and beyond? Learn how to adopt the best practices for CX in financial services, improve the experience in all client touch-points and maximize customer satisfaction.

Simon Separghan: Head of Customer Contact at Royal Bank of Scotland

10:15-11:00

COFFEE BREAK & AINDATES

AI, BLOCKCHAIN & TECHNOLOGY FORESIGHTING

DAY 2

11:00-11:25

CAMPFIRE SESSION

The next-generation Blockchain & DLT

Blockchain P2P transactions

Martin Moeller: Digital Transformation Principal for Banking & Finance at **Microsoft**

11:25-12:10

PANEL DISCUSSION

Innovation Speed through Tech

Biometric technology, digital identity & authentication, robo-advisors, voice technology, text interfaces, and ethical implications of technology

Bharat Bhushan: CTO, Banking & Financial Markets at **IBM**

Ajwad Hashim: Vice President, Innovation and Emerging Technology at **Barclays**

Martin Moeller: Digital Transformation Principal for Banking & Finance at **Microsoft**

12:10-12:35

KEYNOTE + Q&A (~10 mins)

The Growing Impact of AI in Financial Services

AI applications in financial services, cutting operational costs and boosting productivity with AI & Cognitive opportunities

Ajwad Hashim: Vice President, Innovation and Emerging Technology at **Barclays**

12:35-13:15

PANEL DISCUSSION

Data-Driven Innovation & Cybersecurity

Digital security- new opportunities in data automation and standardization, payments fraud, detection, prevention and investigation of cyber attacks

Nicolas Mesaritis: CTO of **Ecommbx Limited**

13:15-13:30

CHAIRMAN CLOSING COMMENTS, BRAINSTORMING & KEY TAKEAWAYS

13:30

LUNCH

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