

Day One: 10th September

7.30am: Conference Registration Opens and Networking Coffee Break

8:45am: FinTech Network Welcome

Isobel Singh, *Project Manager, FinTech Network*

8:50am: Chairman's Welcome

Michael Zwiefler, *Managing Director, Financial Services, Accenture*

Section One: Increasing Digital Capabilities

9am: Digital Disruption in Banking – Turning the Threat Into a Driver of Success

- Explore current levels of disruption in the banking landscape VS other industries to understand key lessons the financial industry can learn
- Evaluate the implications of digital disruption in banking on customers to help you build a CX strategy that caters for their evolving preferences
- Analyse the key themes expected to drive digital disruption in the future, including the change of ecosystem models, to ensure your prioritising drivers that will best protect your market position

Fergus Gordon, *Managing Director, Accenture*

9.30am: DBS' Journey in Digitising Their Consumer Banking Experience

- Explore DBS innovations around customer propositions and learn the best strategies in attracting potential consumers
- Explore best practise for digitising existing consumer banking products to mitigate potential risks of launching defective re-designed products
- Learn how DBS is pushing the boundaries with their digital offerings whilst remaining regulatory compliant and the best methods for ensuring compliance

Ajay Mathur, *Managing Director and Head of Consumer Banking Group & Wealth Management, DBS*

10.00am: Utilising Machine Learning for Automatic and Secure Customer Onboarding

- Understand why digital transformation is trending as a top priority for financial institutions to discover opportunities in increasing digital capabilities
- Discuss why customer acquisition is a key challenge for innovative financial institutions and learn methods to ensure you can continue to increase your customer base
- Explore Experian's advanced solutions which helps to acquire customers in more secure and efficient way to understand the benefits for your organization

Paul Smith, *Regional Director of Product Strategy & Product Management, Experian Asia Pacific*

10.30am: Coffee Break

Section Two – Open Banking

11am: Panel Discussion – An Overview of Open Banking:

- Assess the implications of current and future regulatory framework phases for Open Banking and opportunities arising from a regulatory led approach
- Examine the best approaches for utilising Open Banking to allow organisations to improve their operating models to deliver customer value and remain relevant in the digital era
- Hear case studies from the most innovative companies discussing how to develop Open Banking products and propositions that deliver customer value as part of a wider digital transformation strategy

Moderator: Michael Zwiefler, *Managing Director, Financial Services, Accenture*
Lucas Yang, *Manager, New Digital Business - Asia Pacific, BBVA*
Suebie Wong, *Director, Consulting & Delivery, Decision Analytics, Experian Hong Kong*
William Genovese, *VP Corporate Strategy Planning – Banking and Financial Markets, Huawei Technologies*
Sam Tanskul, *MD & Head of Innovation & Fintech, Krungsri Finnovate & Krungsri Consumer*

12pm: Implementing Open Banking – Tackle it Today & Prepare for Tomorrow:

- Take a deep dive into the challenges of API integration and the risks these raise to strengthen your API roadmap
- Discuss the use of data and how it can be monetised effectively to create customer orientated products
- Analyse how to create an open banking strategy that is compatible with current customer preferences and their development

Gary Lam, *Executive Director of Corporate & Funding Technology, Morgan Stanley*

12.30pm: Lunch

Section Three: Payments Innovation

2pm: Panel Discussion - The Value of Payments Innovation

- Evaluate how to balance consumer data protection with payments innovation and assess how organisations can be market leaders whilst reducing fraud and increasing security
- Create a customer-led approach to innovate digital payments and transactions considering different methods of measuring the real-life effects on the end user
- Assess different innovation methods for cross-border payments, the regulatory landscape and the future of real-time cross border payments

Moderator: Jayne Chan, *Head of StartmeupHK, InvestHK*
Frankie Tam, *Senior Associate, DLA Piper*
Sam Tanskul, *MD & Head of Innovation & Fintech, Krungsri Finnovate & Krungsri Consumer*
Brad Jones, *Chief Executive Officer, Wave Money*

3pm: Building Digital Challenger Banks in the UK – A Global Perspective

- An overview of the UK Challenger (“Neobank”) landscape
- Launching a new digital business bank and the challenge of adopting a “cloud-only” digital strategy in a highly regulated environment
- The benefits and constraints in outsourcing core banking technology

Michael Harriman, *Senior Adviser Information Technology*, **Redwood Bank (UK)**

3.30pm: Coffee Break

Section Four: Digital Transformation

4pm: Accelerating the Journey to Digital Maturity through E2E Innovation

- Hear Huawei’s insights on accelerated digital transformation for enterprises to understand your organisations level of maturity
- Discuss key trends impacting the financial services industry and if strategic priorities align with these to understand how to accelerate digital transformation to maturity
- Explore the necessity of re-shaping business models and IT through the lens of key digital accelerators; cloud computing, open banking, AI, Blockchain and mobile money

William Genovese, *VP Corporate Strategy Planning – Banking and Financial Markets*, **Huawei Technologies**

4.30pm: The Value of Industry Utilities: Perspective & Opportunities

- Explore the drivers of setting up industry utilities to understand the opportunities & benefits for your organisation
- Discuss utilities case studies from APAC & globally to gain a real life perspective of implications on innovation budgets
- Explore some of the challenges to take-off and implementation of utilities to ensure you can mitigate common risks experienced

Hina Rajpal, *Portfolio Director, APAC Head of Strategic Industry Solutions*, **HSBC**

5pm: Chairman’s Closing Remarks

5:15pm: Networking Drinks

6:30pm End of Conference Day One

Day Two: 11th September

8am: Conference Registration Opens and Networking Coffee Break

8.50am: Co-Chairman's Welcome

Albert M. Chan, *Financial Services Client Services Group Lead, Accenture Greater China*
Fanny Yuen, *Managing Director, Financial Services, Accenture*

9am: Cultural Factors - Considerations for your Business Model

- Understand the opportunities and the challenges of building Islamic financial services products to discern if this a product line your organisation should investigate
- Explore which E-wallets will dominate the regional market in an increasingly populated segment to discover how your organisation can best innovate their payment mechanisms
- Analyse financial inclusion in APAC and the challenges involved in catering for the underserved population

Joe McGuire, *Founder & Chief Executive Office, MyMy*

Section Five: Evolution of Customer Preferences

9.30am: The Rise of Neobanks – What They're Doing That Traditional Banks Are Failing To

- Assess how changes in customer preferences have been a catalyst in the emergence of Neobanks and how you can design a CX strategy to fit these
- Learn the best methods to execute this renewed customer strategy whilst consistently taking a customer first approach
- Hear the best design solutions for solving issues commonly experienced by financial institutions including service, product and data approaches

Tony Ohlsson, *Chief Analytics Officer, Volt Bank*

10am: The Experience Economy

- Discuss the impacts on financial institutions of the transition to the experience economy to understand how data analytics and AI can enable strategic agility
- Discover why the platform approach is superior in establishing a customer's intent, preferred engagement and consumption methods to ensure your organisation is prioritising experience
- Hear case studies from other banks and other industries to learn how technology enabled improved product delivery allowing them to remain competitive in the experience economy

Michel van Woudenberg, *VP Customer Experience for Banking - EMEA & APAC, Oracle*

10.30am: Coffee Break

11am: Banking for the Netflix Generation - Designing Financial Products and Services that Resonate

- Explore why Neobanks are considering subscription pricing models to understand how this can add genuine value through higher accessibility and affordability for customers
- Assess how richer and more relevant sources of data can be used to enhance fairer and more effective credit underwriting decisions
- Learn how Archa is reimagining traditional credit products so that they appeal to a generation of credit sceptics to ensure specific consumer segments are catered for

Oliver Kidd, *CEO & Founder, Archa*

Section Six – Customer Experience and Innovation

11.30am: Setting the Standard for Modern Banking with Effective Mobile Strategies

- Exploring the ever-changing expectations of customers and the massive consumer shift to digital and mobile channels
- Using AI and machine learning to turn data into insight to get to know customers better than ever before
- Applying insights to communicate with customers in a more personalised way, helping to more intuitively and seamlessly meet their financial needs

Charles Allen, *Global Head of Mobile and Smart Channels, HSBC*

12pm: Why Do Digital Innovation Strategies Fail? – The Challenges of Digitally Transforming Banks

- Explore the holistic aspects of digital transformation including environment, technology and organisational structure to their importance in meeting your organisation's digital transformation goals
- Analyse the difference between strategy, vision, objectives and goals to ensure you're driving your transformation journey in the correct direction
- Understand the importance of organisational transformation to learn how it can catalyse change

Fabian Szijarto, *Principal Consultant, Digital Banking, Temenos*

12.30pm: Lunch

1.30pm: Panel Discussion – Fintechs; Friend or Foe?

- Hear about current fintech trends from thought leaders to understand the pivotal nature of adjusting traditional banking models
- Analyse the role of fintechs in the financial ecosystem and how the implementation of Open Banking will affect this to understand the opportunities arising from greater collaboration
- Discuss the challenges of partnering with fintechs and integrating their products and solutions into existing infrastructure to learn best practise

Moderator: Ravi Chhabra, *MD, Hong Kong Lead for Financial Services, Accenture Hong Kong*
Lawrence Li, *Board Member, FinTech Association of Hong Kong*
Syed Musheer Ahmed, *General Manager, FinTech Association of Hong Kong*
Pamela Sumayao, *Asia Pacific Manager, Temenos MarketPlace*
Jessica Lam, *Head of Strategy, WeLab*

2.30pm: Improving Customer Experience Through Innovation

- Investigate how customer journey mapping can identify user friction and uncover opportunities for innovation and partnerships that will deliver an improved experience
- Assess the factors that enable fintechs and out of sector technology leaders to deliver superior consumer-led experiences and identify lessons for incumbent banks
- Examine the emergence of digital challenger banks and their effects on customer expectations and behaviours

David Rosa, *Chief Executive Officer, Neat*

3pm: Fireside Chat - Enabling Payments Innovation Through Partnerships

- Assess the challenges consumers and businesses are facing when completing cross-border card payments, including an analysis of a lack of transparency in foreign exchange rates and potentially high fees, to understand the main issues you need to mitigate
- Explore how fintech companies and card schemes have been partnering to overcome these problems to understand the value of increased collaboration
- Evaluate how such partnerships show how fintech companies often cooperate with incumbents in search of innovative solutions to understand the best practise for payment partnership models

Moderator: Syed Musheer Ahmed, *General Manager, FinTech Association of Hong Kong*
Maaike Steinebach, *General Manager for Hong Kong and Macau, Visa*
Surendra Chaplot, *Head of APAC Card Product, TransferWise*

3.30pm: Chairman's Closing Remarks

3.45pm: End of Conference Day Two