

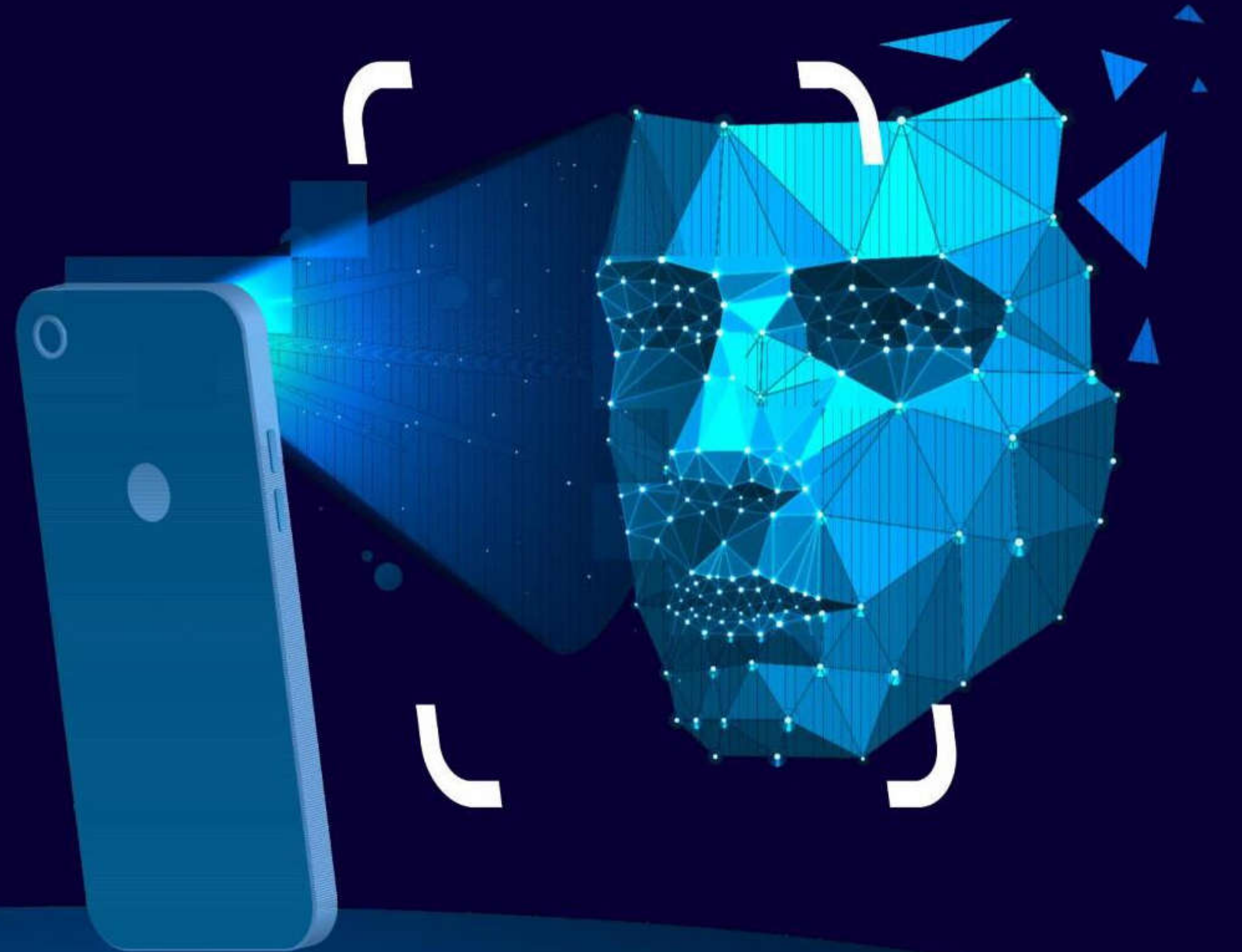
#FODOX2022

GROUP
FUTURISTA 

Future of Digital Onboarding and Customer Experience Summit

21st and 22nd
April, 2022

LONDON



INTRODUCTION

We like to say that we are not in an era of changes, but in a change of an era. With the innovations in Fintech, the customer's journey is also evolving at an exponential rate. The modern customer is brand agnostic and their principal loyalty is to convenience and accessibility. Banking 'as usual' is becoming obsolete and adapting to the digital transformation today, will be essential for staying relevant tomorrow.

Cisco's Research shows that customers no longer judge financial service providers just against their peers, but against Amazon or Google. A messaging platform KakaoTalk entered the banking segment and challenged traditional banking by capturing 45% market, in Korea, in the financial year 2017.

Improving Onboarding and Cost-to-Serve efficiency needs to be the core focus of a business's digital transformation ambitions. With the advent of Biometrics technology, Blockchain, Big Data Integrations, AI & ML, OCR, and e-signatures; enterprises can offer customers re-engineered onboarding processes, designed around what they want and not how legacy banking systems work.

This will not only abbreviate the transformation journey to a large extent, but also help companies remain compliant in the changing regulatory environments and maintain operational efficiency.

Identity is foundational for political, economic and social opportunities. According to WEF, we are on the threshold of a Digital Identity revolution. The way of moving an individual entity into the digital world has involved the creation of a digital representation of ourselves. Strategic collaborations and use of new technologies has facilitated the unbundling of identity, whereby we can share selected attributes of our identity online.

The G20 digital onboarding initiative led by the World bank and G20 countries recognises the significant role of Financial Organisations. Their inclusion is pivotal in supporting the move towards a secure and inclusive World Economy

The Future of Digital Onboarding and Customer Experience is a 2-day networking event with Case Studies, Panel Discussions, and Keynotes from decision makers and leaders from Organisations, Startups, Governments and Universities from around the globe. This unique industry forum will aim to discuss the challenges and explore best-practices to optimize the Digital Onboarding and Identity Management processes.

Why Us

Our dedicated Research Team tracks down the right people for collaboration, so you can save time and focus on networking, gather subject matter expertise and explore innovative solutions.

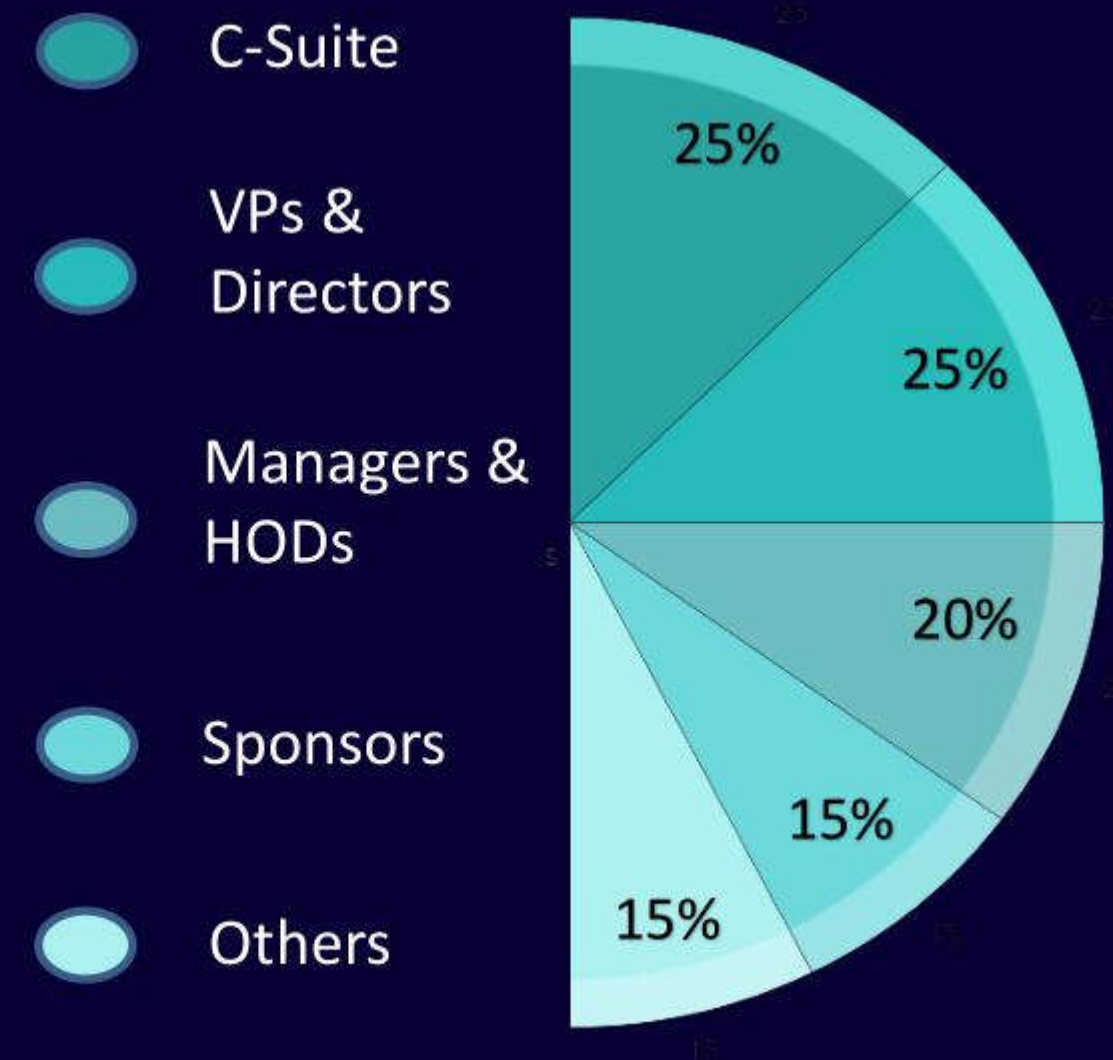
Intelligent tools will help you set up one-on-one meetings with industry leaders, share files, brainstorm ideas, and make your real-time communication at the conference highly efficient.

A concise module covering the entire event, compiled for training purposes, to be made available post-conference, exclusively for the attendees

Who Should Attend?

CXO's, VPs, Directors, Managers of :

- Customer Experience
- Digital Customer Experience
- Customer Support
- Client Onboarding
- Digital Onboarding
- Identity & Access Management architect
- Identity & Access Management
- Customer Experience
- Digital Innovation
- Digital Officers
- Design
- Digital Service Delivery
- Client Solution
- Relationship Manager
- Marketing Directors
- Business Development Directors
- Data and Analytics
- Lean
- Technology Officer
- Fraud Management Officers
- Anti Money Laundering Officers
- MLRO
- Risk Management Officers
- Products and Payments
- AML Office
- AML & Sanctions
- Compliance Officers



Day One

TIMETABLE

21st April

Digital Onboarding and Industry

Opening Remarks		9:00–9:15	
Keynote 1	Automating the journey – Digital portals to regulatory reporting	9:15–9:35	Q & A 9:35–9:45
Keynote 2	Beyond Technology– A Practical Approach to Perpetual KYC	9:50–10:20	Q & A 10:20–10:30
MORNING COFFEE BREAK		10:35–10:50	
Keynote 3	Aligning your digital strategy to meet evolving consumer expectations	10:50–11:20	Q & A 11:20–11:30
Keynote 4	Why Digital Transformations Fail	11:35–12:05	Q & A 12:05–12:15
Keynote 5	Buy Now Pay Later	12:20–12:40	Q & A 12:40–12:50

LUNCH

12:50–1:50

Client Onboarding & Technology

Keynote 6	Understanding customer behaviour in the world of digital onboarding and customer experience	1:50–2:10	Q & A 2:10–2:20
Keynote 7	Compliance Analytics in the age of digitisation	2:25–2:45	Q & A 2:45–2:55
COFFEE		3:00–3:15	
Panel Discussion	Future of Digital Onboarding and Customer Experience in 2022 and Beyond : Trends that we can't afford to miss	3:15–4:15	Q & A 4:15–4:25
	Closing remarks	4:15–4:30	

Cocktail Reception 4:30 – 5:30

Day Two

TIMETABLE

22nd April

Intelligent Customer Experience

Opening Remarks		9:00–9:15	
Keynote 8	Intelligent Customer Experience – Personalisation	9:15–9:35	Q & A 9:35–9:45
Keynote 9	The power of trust: The new financial Frontier of Biometric Identity	9:50–10:20	Q & A 10:20–10:30
MORNING COFFEE BREAK		10:30–10:45	
Keynote 10	Simplify the complexities of digitalisation	10:45–11:05	Q & A 11:05–11:15
Keynote 11	Preventing Compliance & AML Risks in Customer Onboarding	11:20–11:40	Q & A 11:40–11:50
Keynote 12	How to orchestrate secure omnichannel customer interactions	11:55–12:25	Q & A 12:25–12:35

LUNCH

12:40–1:40

Keynote 13	Risk Analytics – Technology Led Transformation	1:40–2:00	Q & A 2:00–2:10
COFFEE		2:15–2:30	
Panel Discussion	Future of Digital Onboarding and Customer Experience in 2022 and Beyond : Trends that we can't afford to miss	2:35–3:35	Q & A 3:35–3:45
	Closing remarks	3:50–4:00	

Digital Onboarding and Industry

9:00 – 9:15 Opening Remarks

9:15 – 9:35 Keynote Session 1

Automating the journey –
Digital portals to regulatory reporting

Mo Salim
Associate Director
Smith & Williamson

Adrian Hextall
Director, Business tax
Smith & Williamson

9:35 – 9:45 Q & A

9:50 – 10:20 Keynote Session 2

Beyond Technology- A Practical Approach
to Perpetual KYC

Cengiz Kiamil
VP of Strategy
Fenergo

10:20 – 10:30 Q & A

10:35 – 10:50 Coffee Break

10:50 – 11:20 Keynote Session 3

Aligning your digital strategy to meet
evolving consumer expectations

Joey Moore
Senior Product Director
Optimizely

11:20 – 11:30 Q & A

Digital Onboarding and Industry

11:35–12:05 Keynote Session 4

Why Digital Transformations Fail

Harun Atalay, Chas Scarantino

Sr. Product Overlay Manager,
Sr. Product Overlay Manager

Pendo.io

12:05 – 12:15 Q & A

12:20–12:40 Keynote Session 5

Buy Now Pay Later

Juspal Manic

Senior Vice President, Client Consulting

TSYS

12:40 – 12:50 Q & A

12:50 – 1:50 Lunch

Client Onboarding & Technology

1:50 – 2:10 Keynote Session 6

Understanding customer behaviour in the world of digital onboarding and customer experience

Suresh Sankaran
Head of Model Risk Governance
Metro Bank (UK)

2:10 – 2:20 Q & A

2:25 – 2:45 Keynote Session 7

Compliance Analytics in the age of digitisation

Swagatam Sen
Senior Vice President Research and Development, Compliance Analytics
HSBC

2:45 – 2:55 Q & A

3:00 – 3:15 Coffee Break

3:15 – 4:15 Panel Discussion

Future of Digital Onboarding and Customer Experience in 2022 and Beyond : Trends that we can't afford to miss

Mo Salim	Associate Director	Smith & Williamson
Cengiz Kiamil	VP of Strategy	Fenergo
Joey Moore	Senior Product Director	Optimizely
Harun Atalay	Sr. Product Overlay Manager	Pendo.io
Chas Scarantino	Sr. Product Overlay Manager	
Juspal Manic	Senior Vice President, Client Consulting	TSYS
Suresh Sankaran	Head of Model Risk Governance	Metro Bank (UK)
Swagatam Sen	Senior Vice President Research and Development, Compliance Analytics	HSBC

4:15 – 4:25 Q & A

4:25–4:40 Closing Remarks

4:40–5:40 Cocktail Reception

End of Day 1

Intelligent Customer Experience

9:00 – 9:15 Opening Remarks

9:15 – 9:35 Keynote Session 8

Intelligent Customer Experience
– Personalisation

Chirodip Basu Roy
Head of Marketing
Ahil united bank

9:35 – 9:45 Q & A

9:50 – 10:20 Keynote Session 9

The power of trust: The new financial
Frontier of Biometric Identity

Greg Crosby
Senior Account Executive
Incode

10:20 – 10:30 Q & A

10:30 – 10:45 Coffee Break

10:45 – 11:05 Keynote Session 10

Simplify the complexities
of digitalisation

George Amanatiadis
VP Banking & Finance – Sales & Success
Scribe AB

11:05 – 11:15 Q & A

Intelligent Customer Experience

11:20–11:40 Keynote Session 11

Preventing Compliance & AML
Risks in Customer Onboarding

M. Kemal Sahin
Chief Compliance Officer & NED
Global Kapital Group

11:40 – 11:50 Q & A

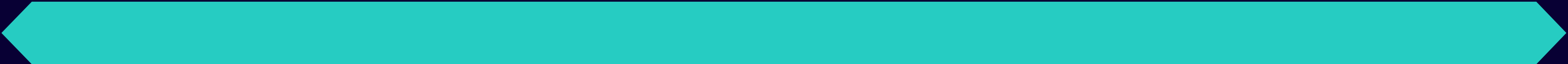
11:55–12:25 Keynote Session 12

How to orchestrate secure
omnichannel customer interactions

Alex Cambell
Director, Regional Sales
IMI Mobile

12:25 – 12:35 Q & A

12:40 – 1:40 Lunch



1:40 – 2:00 Keynote Session 13

Risk Analytics –
Technology Led Transformation

Shrey Tiwari
Vice President – Risk Analytics,
Rates Technology
JP Morgan

2:15 – 2:30 Coffee Break

2:35–3:35 Panel Discussion

Future of Digital Onboarding and
Customer Experience in 2022 and Beyond :
Trends that we can’t afford to miss

Chirodip Basu Roy	Head of Marketing	Ahil united bank
Greg Crosby	Senior Account Executive	George Amanatiadis
George Amanatiadis	VP Banking & Finance – Sales & Success	Scrive AB
M. Kemal Sahin	Chief Compliance Officer & NED	Global Kapital Group
Alex Cambell	Director, Regional Sales	IMI Mobile
Shrey Tiwari	Vice President – Risk Analytics, Rates Technology	JP Morgan

3:35–3:45 Q & A

3:50–4:00 Closing Remarks

2:00 – 2:10 Q & A

End of Day 2