

Press release

For immediate release
3rd June June 2020

Press release: Our 35th Retail Banking International Conference & Awards: Virtual Experience is fast approaching!

London – Less than a month to go until Retail Banker International Conference & Awards 2020 begins (<https://arena-international.com/rbi/>)! Bringing networking opportunities and brand-new cutting-edge content specifically for the retail banking industry direct to your screen.

We bring you the ideal platform to learn from key players in the industry about the impact of the covid-19 crisis on the finance sector. Explore the transitioning banking ecosystem and understand new ways to adapt through new modernised and digital strategies at the core of your future banking operations. At this one-day event, you will explore how the banks across Europe are pivoting from legacy banking methods into the “new norm” of tech focused channels and the way this paves for a better customer journey.

Join us for our awards ceremony where we will recognise the winners with 22 prestigious that celebrate the retail banking sector with prizes ranging from best products and services, channel innovation, best institutions by market jurisdiction and many more.

1. **Pulling Together to Build Bridges for Better Banking Post Covid-19.** Deepening customer relationships to provide support during and post pandemic. Marion King, Director of Payments, NatWest will discuss more on taking advantage of the PSD2 Directive to share data that can combat cyber threats in an increasingly digital banking landscape.
2. **Banking for a changing world.** Robert Johnston, Product Marketing Director, Enterprise Software Solutions, NCR will discuss re-thinking banking self-service in a digital world and maintaining simplicity in the next generation.
3. **Leveraging technology to adapt to challenges presented by Covid-19.** Nauman Bashir, Head of Digital Banking Singapore, Standard Chartered Bank will discuss more on looking at how banks have reacted to the challenges and reassessed what they do to reconfigure their companies, plus much more.
4. **Managing the Covid-19 Consumer Debt Crisis.** Bruce Curry, Vice President Collections & Recovery Solutions, FICO will go into more detail on how COVID-19 challenges are putting unprecedented pressure on consumers’ ability to repay loans, and thus on collections departments and debt collection agencies.
5. **Has Banking lost its glamour?** Andreas L. Papadopoulos, Commercial Manager, Hellenic Bank talks about new modus operandi of banking is putting pressure on bank profitability, the effect of negative interest rates on customer turn around and the banking model post pandemic
6. **The Impact of FinTech Innovation on the Banking Sector.** What has been the impact of FinTech innovation on the banking sector? How can we measure that impact? Ravi Bhalla, Head of Group Design, Lloyds will present on the emerging challenges and opportunities of Fintech in the banking sector.
7. **How ‘open’ is Open Banking?** Ed Adshead-Grant, General Manager and Director of Payments, Bottomline walks us through collaboration through innovation and the competition and opportunity created through the open data economy.
8. **Bank of England: Payment and API Strategy.** Exploring the Bank of England’s role in the payment system and the use of APIs to open up settlement. The importance of global and

domestic data standards and the changes that are coming, to find opportunity in the transitioning banking landscape. A Discussion that will be lead by William Lovell, Head of Future Technology, Bank of England.

9. **The Ticking Time Bomb – It's not *whether* it's *when*; are you Cybersecurity prepared?** Looking at Digital infrastructure to ensure a service that's safe secure and functional for confident customer use. Becky Pinkard, CISO, Aldermore will delve more into raising cybersecurity levels; The contribution of FIs and security teams to comply with Regtech to ensure operational resilience.
10. **The Current Banking Paradigm: Omnichannel & Optichannel** - Analysing the effectiveness of a multichannel approach as an intricate infrastructure to give a seamless experience to the customer. Anand Kumar, Deputy Chief Executive UK, Union Bank of India will present more on this while focusing on targeted, relevant and specific communication to develop stronger banking relationships.
11. **Out with the Old and In with the New: Disruptive Banking Models.** Pedro Pinto Coelho, Chairman and Chief Executive Officer, Banco BNI Europa will expand on understanding the BNI Europa open architecture model to challenge traditional banking cultures detail on as well as looking at the future of the bank through a digital only format to break the mould and create new possibilities.
12. **A New Purpose - how branches helped to put things right for customers and learn from the past.** Matthew Cottam, Area Director - Greater London, TSB will be looking at the rise of TSB from a fallen position through fast growth and changes to identify key turning points from challenging times and much more.
13. **CASE STUDY: Transforming Banking in Kosovo. Robert Wright, Chief Executive Officer, Raiffeisen Bank** will give an overview of how banking has changed in South East Europe over the last 10 years and the drive towards a digital banking proposition

More information available on: <https://arena-international.com/rbi/>

About our Virtual events

Holding a virtual conference enables Arena International to create a secure environment for end users and vendors while delivering on what they have signed up for— a platform enabling knowledge sharing, networking and insights from peers to overcome specific challenges. This is an appropriate format to respond to the current global situation as evolutions are uncertain.

About Arena International

Arena International Events Group (part of GlobalData) welcomes over 10,000 business executives each year who attend over 80 of our events worldwide, they are addressed by over 1,700 industry leaders delivering leading edge content and discussion.

Arena International's events consistently strive to provide thought-provoking content and unrivalled networking opportunities, which add tangible value to those who attend. With comprehensive learning programmes, wide-ranging exhibitions and extensive networking activities we bring together industries to collaborate and learn. www.arena-international.com

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