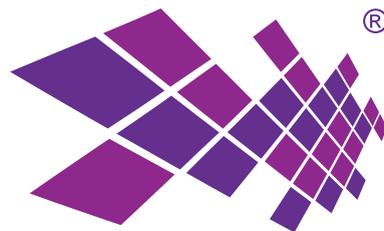


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12TH ANNUAL CONFERENCE & EXHIBITION

BankTechAsia '20

WHERE BANKING MEETS TECHNOLOGY...

29
SEPT 2020



**PAYMENTS &
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**12 & 13
FEB 2020**

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BANKTECH ASIA PAYMENTS & TRANSACTIONS OVERVIEW

BankTech Asia 2020 - Payments & Transactions Series is making waves in the industry with engaging and exciting technological advancements! Back for the 12th year to maintain its title as the longest running banking technology conferences in Asia, we will be bringing together top minds in banking to expose, analyse and discuss the latest technology trends and issues faced in the payments and transactions sector! Digital payments and transactions hold a huge opportunity in Malaysia as the industry is expected to grow by 10.9%, amounting to USD\$ 17.997 million by 2024 according to Statista, this holds a huge opportunity for banks to improve and innovate their payment & transaction services to ride the upcoming wave. The 1-day focused track conference will be a one stop location for all things on payments and transaction technology! Be part of the conference to not be left behind!

REASONS TO ATTEND

The agenda is curated with discussions from experts of the banking industry to give our delegates a knowledgeable experience.

Hear directly from global experts of payments, transactions, innovators and more.

Network with leaders from the banking industry.

Explore opportunities through our business matching solutions.

WHO SHOULD ATTEND?

C-level's, EVP's, FVP's, SVP's, MD's, GM's, AGM's, Heads of the following departments & units:

- Alternate Channels
- Application Development
- Application Services- Consumer, Corporate, Core Banking
- Banking & Financial
- Business Enablement
- Cash Management
- Channel Sales & Strategy
- Client Services
- Consumer & Corporate Banking
- Branch Banking
- Credit MIS
- Digital & E-Banking
- Digital Engagement
- Digital Innovation & Strategy
- Fintech & Innovation Group
- IT - Infrastructure - Core System Management
- Software Development
- Technology Development & Operations
- Transformation Office
- Wealth Management & Transaction Banking
- Wholesale Banking Islamic Banking

ALL OTHER EVENTS





TIME	PROGRAMME
0800	Registration of BankTech Asia 2020 - Payments & Transactions
0900	Opening Remarks by Mr. Selva Nagappan, Managing Director, BankTech Asia 2020
0915	Fintech Disrupting Wealth Management with the Use of Technology Wong Wai Ken, Country Manager for Malaysia, StashAway, Malaysia
0945	In Conversation: Why Contactless Payments? COVID-19 Could Be Lurking! Banks have been hit with a tidal wave due to COVID-19. Customers have to face the realities that things are changing, and find ways to do things a little differently. Even countries like Germany, that love their cold hard cash, have increased their adoption of contactless payments from 35% to 50% just from the start of 2020 according to the Association of German Banks. Contactless payments have been around but now due to COVID-19 more people would rather use the contactless payment option. In this session, the speaker will discuss on: <ul style="list-style-type: none"> • With the sudden surge of online banking, were banks already prepared to receive the high volume users at one time? If not, how did banks curb the problem and made sure customers made seamless transactions. • With the high demand of contactless payment, will banks opt to upgrade their payment infrastructure and to partner with fintechs to provide convenient and smoother transactions? Michael P. Magbanua, First Vice-President, Group Head of Operations and Shared Services, UnionBank of the Philippines Bryan Sinclair M. Makasiar, Assistant Vice President / Strategy and Special Projects Head, Fintech Group, UnionBank of the Philippines
1015	Morning Refreshments
1045	Reshaping the Banking Landscape: COVID-19 COVID-19 altered the way most consumers' live and work. They rely heavily on collaborative tools and utilise online and mobile channels to conduct their daily banking transactions. This entire behavioral shift by consumers had profound implications to banks, where incumbents had to shift gears rapidly into the digitalization frontier to remain relevant. In this session, hear from the speaker what did banks do to face the unexpected pandemic challenges and how they have quickly transformed in the short, medium and long term. The new norm calls for innovative and cutting edge solutions, with customers being in the forefront. The speaker will also address, despite the recessionary environment arising from this pandemic, banks have fast tracked their "change" agenda to capitalize on the new opportunities presented. Learn who will be the winners in this new norm. Devabalan Theyventheran, Partner, ASEAN Financial Services Sector Leader, Global Business Services, IBM Malaysia Sdn. Bhd.
1115	Panel Discussion: Sustainability of Cash Post COVID-19 Based on a poll done by Mastercard, they have revealed that 51% of consumers in Asia Pacific are very concerned about health and cleanliness as such they move to practising paying by cards. It has been obvious that people are using digital payment for more transactions since the pandemic. However, how long will consumers avoid using cash? Are grocery shops and food stalls will continue to offer digital payment or will they eventually use paper notes? Join this panel to understand and hear the point of views from the experts. Moderator: Dewi Rengganis, Industry Analyst, Frost & Sullivan, Malaysia Panelists: <ul style="list-style-type: none"> • Aizuddin Danian, Head of Digital Banking, Standard Chartered, Malaysia • Roy Heong Beng Wai, Head of Strategic Innovation, Alliance Bank, Malaysia • Wong Wai Ken, Country Manager for Malaysia, StashAway, Malaysia
1200	Turning Your Bank into a Front Runner in Digital Race No doubt on the significant increment of digital payments since early 2020 as the pandemic crawls in globally. Banks have been encouraging digital payment innovations to continue serve their consumers at their best. However, fintech players are a challenge to banks with the introduction of innovative payment ideas and gateways. In this session, the expert will be sharing on: <ul style="list-style-type: none"> • Banks work hand-in-hand with fintech players, using their payment innovation while making sure it's relevant to the regulation of the country. • Banks to be ahead in creating and dominating future technologies in banking. Segar Govindasamy, Head, Transaction Banking Sales, Global Banking, Standard Chartered, Malaysia
1230	Networking Luncheon
1400	Smart Speakers are Blooming! Will Voice Payment Bloom Too? Voice activated device usage is increasing in the US where 1 in 10 consumers are using voice activated smart speakers such as Alexa, OK Google and Siri. The age group of 18 - 34 year olds are the highest consumers of smart speakers and 11% of them are using the speakers to conduct bank transactions, 12% are using to pay bills and 10% to send money to others. The percentage of interest in using voice commands is increasing, however, security is the concern. In this session, the speaker will address the interest of Asian banks to allow customers to use voice activation smart speakers to conduct banking transactions and the security concern of using this tool. Mark McKenzie, Senior Financial Sector Specialist, The South East Asia Central Banks (SEACEN) Research and Training Centre, Malaysia
1440	WhatsApp as a Medium of Transactions Platform In the effort to accelerate financial inclusion in India, Facebook-owned WhatsApp, is working with multiple banks such as Kotak Mahindra bank to reach out and digitize the rural and small medium size businesses. The current lockdown in India has proven the importance of micro businesses to have a digital presence to serve their customers in the rural area. Kotak Mahindra Bank has been receiving a high volume of new applications to use WhatsApp for buying and selling products. In this session, hear from the expert on: <ul style="list-style-type: none"> • How is Kotak Mahindra Bank making sure the security concerns are not breached while customers are using WhatsApp Business Application to perform banking? • What are some of the other strategies that Kotak Mahindra Bank is venturing in to make payments and transactions seamless to its customers. Deepak Sharma, President & Chief Digital Officer, Kotak Mahindra Bank Ltd., India
1515	Evening Refreshments
1545	Panel Discussion: Ready! Set! Battle? E-Wallet vs Banks In solidifying a cashless nation and in conjunction to Short-Term Economic Recovery Plan (Penjana) during the pandemic, the Malaysian government disbursed RM750 million via e-wallets such as Touch n' Go, Grab and Boost, where it benefited 15 million people which started in July 2020. In attracting consumers, the e-wallet providers matched the allocation in forms of additional vouchers, discounts and cash rebates. This panel discusses, are banks losing out to e-wallets providers and what innovations that banks may introduce to attract back these customers in using the banks facilities. Moderator: Sreepathy Iyer, Former Head of Wholesale Business Technology & Operations Management, United Overseas Bank (UOB), Malaysia Panelists: <ul style="list-style-type: none"> • Steven Wong Weng Leong, Chief Operating & Financial Strategist (COO), China Construction Bank (Malaysia) Berhad, Malaysia • Segar Govindasamy, Head, Transaction Banking Sales, Global Banking, Standard Chartered, Malaysia • Jasmine Ng, Chief Revenue Officer, iPay88, Malaysia
1630	The New Players vs Banking Industry As of January 2020, Bank Negara Malaysia (BNM) proposed to issue up to five digital banking licenses to qualified applicants whether conventional or Islamic banking business. The aim of these licenses are to provide opportunities to businesses like e-lenders and e-wallets to be able to meet the needs of underserved and unserved banking segments. This session will discuss on, how banks should work along with these license holders in understanding the technologies that are used to attract the market segment and the seamless transactions that they offer. Jasmine Ng, Chief Revenue Officer, iPay88, Malaysia
1700	End of BankTech Asia 2020 - Payments & Transactions