# TRANSFORMATION BANKING & INSURANCE 20 I MARCH I 2024 I DUBAI

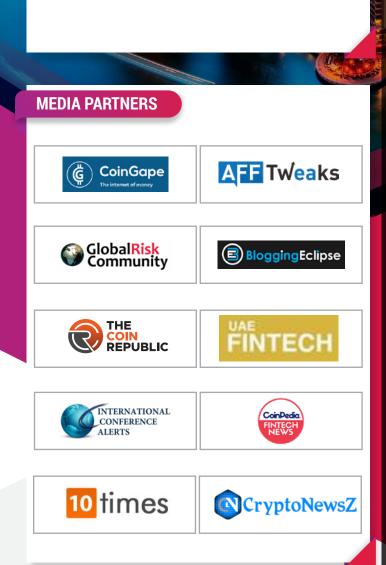
# **OBTAIN LATEST INSIGHTS FROM (18) LEADING INDUSTRY EXPERTS**



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# Welcome

#### Dear Colleagues,

Welcome to the inaugural edition of Digital Transformation in Banking & Insurance Summit in Bangkok, a remarkable gathering of leading financial institutions, insurance companies, and innovative FinTechs from this region. Together, we embark on a journey to redefine the landscape of Banking & Insurance in today's interconnected world.

This conference is part of our global conference series, which extends its reach across continents, including APAC, Europe, Middle East and the Americas. We have expanded the event to encompass the insurance sector. The relentless pace of technological advancement has ignited a profound shift in customer behaviour, placing a premium on interconnectedness. To flourish in this ever-evolving digital ecosystem, it is imperative for established institutions to chart new courses with an unwavering focus on their customers. Banking and insurance companies must embrace adaptation and innovation to remain at the forefront of this dynamic environment.

DXB summit is a collaborative forum where participants can delve into the forefront of emerging technologies. Here we will explore the realms of Al, Automation, Machine Learning, RPA, Generative Al, Cloud & Data Transformation, Payments Transformation, Fraud & Cyber Security, CBDCs, Digital Assets and Web3, and the intricacies of Insurance Ecosystems. Throughout the event, we will showcase success stories, present case studies, and delve into innovative approaches that have reshaped the banking and insurance industry. We will address not only emerging technologies but also the regulatory landscape, customer-centric strategies, and the ever-present challenges of cyber-security. Our collective goal is to offer you tangible insights to propel your successful digital transformation journey. Welcome to our show.

(If you are a Bank or a FinTech committed to the advancement of Digital Transformation then you may like to extend your support to this initiative as a conference sponsor. Please feel free to write us.)

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Parry Batta



08:30 Registration and Networking

# 09:00 Conference Chair's Welcome Remarks

# Senior Executives | TBC

# 09:05 Lightning Fast 5-Minute Ice-Breaker Blitz!

# **SESSION 1**

# 09:10 The Power Hour Panel Setting the Stage for Digital Transformation in BFSI

#### Current State of BFSI in Middle East

- •Key economic factors shaping the BFSI sector in the Middle East
- •What is coming & how will banking technology look at the end of the decade?
- •Explore efforts to promote financial inclusion in the Middle East.
- •Are there notable opportunities for growth, and what factors are influencing investment decisions?
- •Role of collaboration and partnerships within the industry
- •What do you foresee as the key priorities and focus areas in the Middle East over the next 2-3 years? Web 3.0 – Opportunities & Challenges
- •Could Web 3.0 technologies automate and streamline various banking processes?
- •Web 3 payment systems to remove time consuming redundancies
- Adhering to the web3 compliance & regulations
- Conduct transactions with unparalleled security and transparency
- •Machine learning to improve risk management in the banking industry.
- Is AI a game changer for BFSI?
- •AI &ML algorithms to analyze large volumes of data and provide risk assessments
- •Al systems analyzing transactions to identify potential money laundering, fraud, or other illicit activities
- •Al-powered biometric authentication to higher security and convenience?
- •Al-driven data analysis helping banks to understand customer behavior, preferences, and purchase history
- •Al's predictive analytics capabilities to forecast future trends based on historical payment data.
- •Hyper automation to replace manual KYC verification process
- Navigating Investments M&A, and Expansion in the UAE
- Is Dubai is emerging as a beacon of opportunity for investors?
- •Role of ethical and green investments in the region's financial landscape.
- •Potential challenges and risks associated with investments and market expansion in the UAE.
- Investments in innovation and fintech are reshaping the BFSI sector in the UAE.
- •Growth opportunities for BFSI companies looking to expand their presence in the UAE.

# Regulatory Challenges and Compliance Adherence:

- •Recent updates and changes in financial regulations and their implications.
- •Discuss the importance of data privacy and cybersecurity in the context of UAE regulations.
- •How banks are enhancing their AML/CTF programs and customer due diligence
- •Explore the role of RegTech solutions in simplifying compliance processes.
- Discuss the UAE's approach to sustainable finance and ESG compliance.

Giovanni Everduin | Chief Strategy & Innovation Officer | Commercial Bank Internationa

3 Senior Executives | TBC

Senior Executive (Moderator) | TBC

## 10:10 Transformative Frontiers: Unveiling the UAE's Journey to Becoming a Innovation Hub

- · Leveraging AI & Big Data to enhance financial services
- Establishing a secure cloud infrastructure
- Blockchain to improve customer banking experience & prevent fraud?
- Chatbots and robots for easy customer interaction and smoother transactions
- Enabling Personalised services and lower overhead costs

Mohamed Shawky | IT Director | Digital Workplace at Emirates NBD | Emirates NBD

# 10:35 Unleashing the Synergy of AI & Blockchain in Redefining Financial Landscape

- Combination of AI and blockchain will increase credibility and trust?
- Blockchain provides transparency and traceability
- Al can give intelligence as well
- Blockchain to improve anti money laundering process

Senior Executive | TBC

# 11:00 Morning Networking Break / Pre- Arranged Meetings (20mins)

## **SESSION 2**

# 11:25 Keynote: Insurtech 3.0: Unleashing the Power of AI in Insurance

- Improving Customer Experience and engagement with personalized services
- · Effective collaboration and partnership with Insurers and Insurtech companies
- Can AI predict and prevent potential problems
- Al helping in Insurance claim payment decisions?

Senior Executive | TBC (Gold Sponsor)

#### 11:45 Panel Discussion: Payments 2.0 - A Deep Dive into Payments Transformation

•Key digital payment trends that have gained momentum in the Middle East

·Rise of digital wallets and mobile payment apps in the region.

•Implications of the GCC's unified payment system for the Middle East's payments industry?

•Leveraging data analytics and customer insights to optimize their payment processes

•Embracing financial inclusion and addressing the unbanked and underbanked populations

•Potential solutions and challenges related to cross-border payment efficiency.

How can businesses ensure the security of transactions and customer data?

Linoy Kidd | GBM Menat CIO | HS

3 Senior Executives | TBC Senior Executive (Moderator) | TBC

# 12:15 Keynote: Future-Proof Finance: Navigating the Shift from Digital Wallets to CBDCs

Is CBDC going to revolutionize the nation's financial ecosystem

•Will CBDC enhance financial inclusion and reduce transaction cost

Technology and infrastructure framework to support CBDC

•What are the security and privacy concerns associated with CBDC

•Exploring collaborations for effective CBDC rollout

Senior Executive | TBC (Silver Sponsor)

#### 12:35 Keynote Bank HSBC

Senior Executive | TBC

#### 12:55 Beyond Automation: Gen AI and the Future of Insurance

•How generative AI can streamline data entry, data analysis, and underwriting processes.

- Exploring how AI-generated chatbots and virtual assistants can improve customer interactions and claim processing.
- •How AI can enable insurers to offer tailored insurance products based on individual customer data.
- •Examining the impact of generative AI on insurance industry regulations and compliance.

Frederik Bisbjerg | Chief Executive Officer | Al Wathba National Insurance Co.

#### 13:15 Lunch Break

#### SESSION 3

#### 14:15 The Rise of Fintech in UAE

Robust regulatory framework to safeguard investors and customers

- •Has fintech enhanced financial inclusion and promoted digital transformation?
- Potential of cryptocurrencies and digital assets with Fintech
- •Disrupting insurance industry with technology for tailored solutions

Sridhar Iyer | Group Chief Digital Officer & Deputy Group Head of Consumer Banking | GIB

#### 14:35 Panel - NexGen Cybersecurity: Fortifying Cybersecurity & Best Practices in a Digital-First Era

•Securing Financial Systems and data in remote work era

Balancing Financial Innovation and Cybersecurity

•Ensuring Consumer Data in Digital Banking

The Path Forward: Building a cyber – resilient financial Ecosystem

• Potential cybersecurity challenges posed by emerging technologies like IoT, blockchain, and quantum computing.

Ahmed Nabil Mahmoud | Head of Cyber Defense Security Operations, ADIB | Abu Dhabi Islamic Bank

3 Senior Executives | TBC

Senior Executive (Moderator) | TBC

🖕 15:20 Afternoon Networking Break (25mins)

#### **SESSION 4**

#### 15:40 Keynote: Digital Disruption or Digital Transformation: The BFSI Dilemma

Discuss how fintech innovations have disrupted traditional financial services and created new opportunities

Overcoming challenges when transitioning from legacy to modern systems in BFSI

- •Fostering collaboration between traditional financial institutions and fintech startups for digital progress
- •Balancing risk and innovation: How can BFSI entities strike the right equilibrium?

Senior Executive | TBC (Keynote Sponsor)

#### 16:00 Keynote Bank Abu Dhabi Islamic Bank

Senior Executive | TBC

16:20 Keynote Bank Barclys

Senior Executive | TBC

16:40 Keynote Sponsor

Senior Executive | TBC (Keynote Sponsor)

#### 17:00 Keynote: Preparing Digital Workforce of the Future & Need for Cultural Shift

In an era defined by rapid technological advancements, the keynote delves into the critical intersection of technology and organizational culture. This thought-provoking address explores the imperative for businesses to equip their workforce with the digital skills necessary for the future. Key highlights include an in-depth examination of the evolving landscape of work in the digital age, the transformative impact of emerging technologies on job roles, and the urgency for a cultural shift within organizations. We will unravel practical strategies for fostering a dynamic, adaptive, and tech-savvy workforce while emphasizing the pivotal role of cultural change in driving innovation and sustaining competitive advantage.

Gigi Mathew Thomas | Group Director - IT & Digital Transformation | Ittihad International Investment LLC

#### 17:20 Keynote: From Authentication to Authorization: Digital ID and IAM Best Practices

# Keynote: Charting the FCC's AI Odyssey: From Rules to intelligent solution

Yoonus | Director, Data Science - Transaction Monitoring | Standard Chartered

# 17:40 Conference Chair's Closing Remarks

Senior Executives | TBC