



fourth annual

DIGITAL TRANSFORMATION IN BANKING & INSURANCE

SUMMIT

12 | JUNE | 2024 | SINGAPORE

OBTAIN LATEST INSIGHTS FROM **25+** LEADING INDUSTRY EXPERTS



Mark Attard
Director-Head of Digital Assets Strategy



Nicki Doble
Principal Advisor - Organisational Transformation



Rochak Agrawal
ED-Head of Technology Risk IB Operations & APAC Innovation Guild



Peter Hoogervorst
Managing Director - Transaction Banking



Quang Nguyen
Chief Executive Officer



Murli Adury
Managing Director, Global Head Affluent Segments Propositions



Arjun Chib
MD- Financial Crime



Andeed Ma
President and Chairperson of Governing Council



Siwei Feng
Vice President, Head of Product and Business Solutions



Abhishek Rathi
VP, Digital Solutions, Customer Engagement & Wellness



Girish Pandit
Head Of Business Solutions- APAC



Pramiya Kumar Mishra
Vice President - Digital Banking Country Lead



Rakesh Kumar Pandey
Head of Payments, Wealth and Personal Banking



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Welcome

Dear colleagues,

Welcome to the 4:0 Digital Transformation in Banking & Insurance Summit in Singapore, where we gather prominent banks, insurance companies, and selected FinTechs which are playing a pivotal role to reimagine the future of Banking & Insurance in today's interconnected world.

A digital revolution is sweeping through the banking, financial, and insurance sectors, promising a world of ease and convenience for customers eager to embrace this digital era. Changes in post-pandemic dynamics, the rise of tech-savvy millennials, new competitors beyond traditional boundaries, and a growing demand for transparency are compelling banks and insurers to revamp their back-end systems. This overhaul aims to supercharge data management, analytics, and reporting. To thrive in the digital age, today's financial institutions must shed their legacy systems and embrace cutting-edge technologies like AI, RPA, IoT, Blockchain, Cloud Computing, and Big Data Analytics.

Kinfos Events recognized the importance of this "Digital Transformation" in banking and hosted several conferences in various continents in Europe, North America and the Asia Pacific. Now, we're thrilled to host its 4th annual Summit in Asia Pacific. This live event in the "Lion City" (Singapore) will showcase 30+ influential speakers from banking, insurance, and FinTech, sharing insights and real-world experiences on digital transformation strategies. Expecting 200+ senior executives from banks, insurance, and FinTech startups, it's a prime opportunity for networking, idea exchange, and exploring exciting business prospects. The conference's agenda covers a rich array of topics, from AI and ML to Cloud, Payments Transformation, Digital Customer Experience, Data-driven decision making, Cybersecurity, and the intriguing rise of Insurtech innovations, all in a dynamic and creative setting.

Let's come together to brainstorm latest advancement and celebrate innovation in financial sector.

A very warm welcome
Kind regards,



Parry Batta
Conference Director
Email: parry@kinfos.co.uk



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eG Innovations is a leading observability solution provider that enables organizations to deliver critical business services reliably. By using our converged application and infrastructure performance monitoring capabilities, it provides end-to-end visibility of every layer and every tier of the IT infrastructure - from application code to bare metal, user experience to business transactions, network to the cloud, and virtualization to storage, that dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues. <https://www.eginnovations.com/>

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 08:30 Registration & Morning Networking

09:00 Conference Chair's Welcome Remarks

Nicki Doble | Principal Advisor - Organizational Transformation | **KPMG** (Conf. Chair)

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

SESSION 1

09:10 Power Hour Panel: Setting the Stage of Digital Transformation in APAC

- The current landscape of Digital Transformation within the BFSI sector:
- Tomorrow's Banking & Rise of Neobanks
- What notable shifts have occurred in the past 12-18 months?
- The Age of AI in Banking: Exploring its Transformative Impact in BFSI
- Digital Dividends: Balancing Technology with Customer Relationships
- Embracing Digital Workforce: The Future of Work: Human + Machine Collaboration
- Embracing AI, RPA, and Hyper-automation across Core Banking operations
- RPA: What are the benefits of Hyper Automation for streamlining operations?
- Rise of Generative AI, Personalized Financial Products and Cyber Security
- Pricing Power: Leveraging AI for Personalized Pricing Strategies
- Will personalized pricing compromise fairness? Ethical considerations
- The Impact of AI on Transaction Banking
- Cloud-First Approach: Banking's New Speed of Innovation
- Need for secure and compliant cloud infrastructure, enabling scalability and speed
- What is Hybrid Cloud/ Multi-Cloud Strategy?
- What are the risks and rewards of a cloud-first approach in banking?
- Why banks are shifting to a multi-cloud approach?
- Real-Time Treasury & liquidity management
- Treasury Automation: Implementation of ISO 20022 standardization
- Revolutionizing SME Banking through Customer-Centric Innovation
- Future trends: Web3 in 2024: Navigating the New Frontier of DeFi and Beyond
- ESG Regulations 2024: What Lies Ahead?
- Embracing ESG regulations as an opportunity to drive positive change

Peter Hoogervorst | Managing Director - Transaction Banking | **Crédit Agricole**

Rochak Agrawal | ED -Head of Technology Risk IB Operations and APAC | **UBS**

Murli Adury | MD, Global Head Affluent Segments Propositions | **Standard Chartered**

Quang Nguyen | Chief Executive Officer | **Cake Digital Bank**

Senior Executive | **TBC**

Nicki Doble | Principal Advisor - Organizational Transformation | **KPMG** (Moderator)

10:10 Revolutionizing Finance: AI Integration in Embedded Finance

- How is AI revolutionizing the landscape of Embedded Finance?
- What cutting-edge technologies are driving the adoption of Embedded Finance?
- How are AI and Machine Learning reshaping the future of Embedded Finance?
- What strategies ensure smooth navigation of compliance challenges in Embedded Finance?
- What groundbreaking trends lie ahead at the intersection of Embedded Finance, Payments, and AI?

Senior Executive | **TBC** (Available for Title Sponsor)

10:35 Safeguarding Tomorrow: Unleashing Cybersecurity's Future

- Exploring the latest Cybersecurity challenges and emerging threats.
- Unveiling innovative approaches & best practices to safeguard against cyber threats.
- AI-driven solutions for enhanced threat detection, incident response, and predictive analytics.
- Cultivating a resilient Cybersecurity strategy, strengthening organizational posture through employee training, incident response planning, and strategic partnerships.

Senior Executive | **TBC**

11:05 Unlocking the Future of Banking: Embracing Customer-Centricity and AI Innovation

- Shifting towards customer-centric value propositions with BaaS integration
- Embracing evolutionary modernization strategies for sustainable growth
- Harnessing real-time data for predictive insights and enhanced CX
- Leveraging Generative AI for innovative product development and personalized services
- Ensuring responsible AI usage and robust governance in the banking landscape

Senior Executive | **TBC** (Available for Gold Sponsor)

SESSION 2

11:50 Panel 2: Revolutionizing Payments, Fraud Management, FinCrime & Blockchain

Payments, ISO20022, CBDC, Asset Tokenisation

- Exploring the role of digital transformation in reshaping payment ecosystem
- Instant Payments, Request to Pay Rollouts in APAC
- What is SWIFT Go for low value cross border payments?
- ISO20022 migration, harmonization in the payment, increase inter-operability
- Adopting ISO20022 standards for RTGS payment schemes (like Hong Kong with CHATS, Singapore with MEPS+, Philippines with PhilPaSSplus, Australia with RITS)
- Latest Trends in Digital Assets | Crypto | CBDC | Payments
- CBDC: What is the current uptake in APAC
- Solving Technical challenges around interoperability
- The Power of Asset Tokenisation and Are Digital Assets Disrupting Traditional Payments
- Payment-as-a-Service to lower operational & maintenance costs.

Fraud Risk Management, Digital ID, I&AM

- Discussing the role of AI in identifying and preventing fraudulent activities in finance
- Futureproofing Digital Identity and Authentication
- Exploring New approach to digital identity management and authentication methods
- What role do biometrics, cryptography, and other advanced technologies
- Addressing Emerging Threats and Vulnerabilities in E-commerce Payments.
- Collaborative approaches to combating payment fraud across industry stakeholders.

Compliance, RegTech, Cyber Security

- Navigating compliance requirements and regulatory changes.
- Addressing cybersecurity threats and protecting sensitive customer data.
- Exploring cutting-edge technology transforming financial crime management.
- In what ways can automation, RPA, and predictive analytics streamline compliance procedures and detect fraudulent patterns proactively?

Mark Attard | Director-Head of Digital Assets Strategy | Citi

Arjun Chib | MD- Financial Crime | Standard Chartered

Pramiya Kumar Mishra | Vice President - Digital Banking Country Lead | DBS Bank

Senior Executive | TBC

Senior Executive | TBC (Moderator)

12:30 Riding the Low-Code/No-Code Wave


- Exploring the Impact of Low-Code/No-Code Solutions on Modern Onboarding Processes
- What advantages do these solutions offer in terms of agility and adaptability for enhancing CX
- Why is rapid onboarding crucial for fostering positive customer perceptions and long-term loyalty?
- What are the key security and compliance considerations associated with digital onboarding processes?
- Best practices and case studies showcasing effective approaches
- How can automation and AI technologies bolster security measures during the onboarding process?
- What role do AI-driven insights play in identifying and mitigating potential risks in real-time?

Senior Executive | TBC (Available for Silver Sponsor)

12:50 Leveraging GenAI and shift towards Augmented Intelligence

Coming soon...

Abhishek Rathi | VP, Digital Solutions, Customer Engagement & Wellness | Prudential

 13:00 Networking Lunch/ Pre-Arranged Meetings (45 mins)

SESSION 3

13:45 Panel 3: Insurance 3.0: Reimagining insurance with technology

- How is digital transformation reshaping the insurance industry, and what are the key drivers of change?
- How are traditional insurance business models evolving in response to digital disruption?
- Most significant digital technologies impacting the insurance sector
- Risk assessment driven by data, AI, and machine learning
- How are data analytics and AI transforming insurance operations and decision-making?
- How we can ensure data doesn't take us in the wrong direction?
- What cybersecurity risks do insurers face in the digital age?
- How Insurance firms can enhance the human skills of underwriting with technology?
- Need for Striking a proper human-tech balance and remove subjectivity
- How Technology can provide more accurate forecasts, risk assessments and pricing?
- Harnessing Gen AI Model Validation in Insurance
- How can insurers develop customer-centric digital strategies to enhance customer experiences and drive growth?
- Rise of InsurTech and why collaboration is a way forward in driving innovation?
- What role do underwriting workbenches play in the DX strategy?
- Making Mobile Apps Streamlined and Future-ready in Insurance
- The Surge of Open Insurance Ecosystems
- What opportunities does open insurance offer for small and medium-sized insurers.

Andeed Ma | President and Chairperson of Governing Council | RIMAS

3 Senior Executives | TBC

Moderator | TBC

14:25 The Power of Upfront Authentication

- How can upfront authentication combat the high cost of declined transactions?
- What role does authentication data play in reducing fraud and enhancing the customer journey?
- How can FIs leverage authentication data to streamline onboarding processes and reduce abandonment rates?
- What are effective strategies for integrating 3-D Secure authentication methods to combat card-not-present fraud?
- How does upfront authentication empower issuers to make real-time decisions and improve operational efficiency?

Senior Executive | TBC (Available for Keynote Sponsor)

14:45 Digital Modularity in Capital markets: Can front to back solutions be truly modular?

- Why Collaboration not competition is the way forward for innovation within Capital Market
- Key Challenges encountered within Capital Market Industry : Data vs Functional integration.
- Challenges around Fintech and institutional integration.
- The effective adoption of Cloud Technology
- Advancing from Robotic Process Automation (RPA) to Generative AI
- Blockchain evolution: What next for Digital Assets

Girish Pandit | Head Of Business Solutions- APAC | Deutsche Bank

Siwei Feng | Vice President, Head of Product and Business Solutions | Deutsche Bank

15:05 Revolutionizing Insurance: Embracing Ecosystems for Future Growth

- How do modern insurance ecosystems differ from traditional models?
- Leveraging ecosystems to enhance customer experiences and services.
- What challenges do insurers face in transitioning to these ecosystems, and how to overcome?
- In what ways do ecosystems promote collaboration among insurers, tech firms, and other partners?
- What role do regulations play in shaping these insurance ecosystems and safeguarding consumers?

Senior Executive | TBC

15:25 Afternoon Networking Break (25 mins)

SESSION 4

15:50 The Future is Risky: insurance as an enabler for a digital future

- How can insurance adapt to mitigate emerging digital risks like cyber threats and data breaches?
- How are insurers leveraging technology to innovate and address the evolving risk landscape?
- What impact do AI, blockchain, and IoT have on insurance in assessing digital risks?
- What role does insurance play in ensuring digital resilience and business continuity?
- How can insurers collaborate to develop standards for managing digital risks?

Senior Executive | TBC

16:05 Available for Demo Sponsor

16:10 Available for Demo Sponsor

16:15 Leveraging Tech-Driven HR Transformation

- How can technology optimize processes for greater efficiency?
- What challenges does technology adoption face, and how can they be addressed?
- How do AI and automation bolster talent management?
- In what ways does data analytics inform strategic decision-making?
- What safeguards ensure data privacy and security in tech initiatives?
- How can FIs promote ongoing learning during technological shifts?

Senior Executive | TBC

16:35 Why emerging banks demand for Data Sovereignty?

- Has the financial Data Protection created opportunities or threat for modern banks?
- What are the new challenges faced by banks in managing data sovereignty and data protection? How to overcome the challenges?

Senior Executive | TBC

16:55 Navigating Compliance with the Rise of Regtech Solutions

- How are modern compliance solutions changing the landscape?
- What obstacles do firms encounter in adopting compliance innovations?
- How do these solutions help firms adapt to evolving regulations?
- What role do regulatory sandboxes play in fostering innovation?
- How can firms optimize compliance management with new tools?

Senior Executive | TBC

17:15 Cloud Transformation: Revolutionizing Agility, Innovation, and Security

- Streamlined processes and enhanced scalability through cloud-based infrastructure.
- Flexibility to scale resources up or down based on business needs, optimizing cost-efficiency.
- Access to a wide range of cloud-based services, such as AI, machine learning, and big data analytics, enabling advanced insights and personalized customer experiences.
- Faster disaster recovery processes, minimizing downtime and maintaining business continuity.

Senior Executive | TBC

17:35 Conference Chair's Closing Remarks

Nicki Doble | Principal Advisor - Organizational Transformation | KPMG (Conf. Chair)

17:40 The End !