

EXCELLENCE IN RETAIL TECHNOLOGIES IN BANKING

MAY 20-21ST

CONFIRMED SPEAKERS :



Davor Gasparac

Senior Program Manager Corporates & Markets; BA Chapter Lead and Agile Coach

Erste Digital, Austria



Kilian Thalhammer

Managing Director | Head of Merchant Solutions

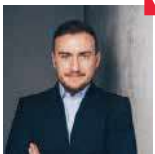
Deutsche Bank, Germany



Angeliki Ksona

Head of Self Service Banking Sector

National Bank of Greece



Luis Fiestas de Fuentes

Head of Digital Banking Germany

BBVA, Germany



Hisham Issa

Director, Head of CCPL (Unsecured Lending), Wealth and Retail

Standard Chartered, UAE



Alessio Mezzacapo

Chief Data Officer

Banca Stato



Gerard Short

Senior Director of Product | Automation & AI

HSBC, UK



Ivanka Stoyanova

Chapter Lead REST APIs & Kafka

Commerzbank, Bulgaria



Jonathan Rez

Head of Service Design

Bank of England



Ozgecan Unye

Head Open Banking and Service Banking

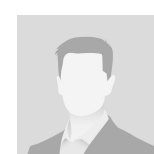
Yapi Kredi, Turkey



Vova Radin

Vice President of the Management Board, Personal Finance Banking Area, Retail and Business Banking Area

BNP Paribas, Poland



Nadir Abrar

BCB Customer Data & Insight Products

Lloyds Bank



Steve Robson

Global Head of Liquidity WPB

HSBC, UK



Jody Bullen

Leading Open Banking

ANZ, New Zealand



DAY 1
TUESDAY
20TH MAY

Excellence In Retail Technologies in Banking

8:55 Opening Words from a Chairperson

9:00 Empowering Customer-Centric Banking: Navigating Digital Transformation in Retail Banking

- » Enhancing customer engagement through intuitive mobile and digital banking solutions
- » Exploring the role of blockchain in securing transactions and driving transparency in banking operations
- » Overcoming the challenges of modernizing legacy systems to adopt scalable, cloud-based infrastructure

Luis Fiestas de Fuentes
Head of Digital Banking Germany
BBVA, Germany



9:40 Strategies for fostering collaboration between traditional banks and FinTechs to drive customer-centric solutions

- » Ensuring robust data security and privacy compliance while enabling seamless API integrations
- » Unlocking new revenue streams and business models through value-added open banking services

Kilian Thalhammer
Managing Director | Head of Merchant Solutions
Deutsche Bank, Germany



10:20 Networking Break

11:00 Blockchain Beyond Payments: Revolutionizing Retail Banking with Distributed Ledger Technology

- » Enhancing transparency and trust through secure, tamper-proof distributed ledger systems in retail banking
- » Streamlining processes such as identity verification, loan disbursement, and trade finance with blockchain applications

Hisham Issa
Director, Head of CCPL (Unsecured Lending),
Wealth and Retail
Standard Chartered, UAE



11:40 Gamification and Loyalty Programs: Innovative Strategies to Engage the Modern Customer

- » Designing gamified experiences to drive customer engagement and deepen banking relationships
- » Leveraging loyalty programs to reward financial behaviours and enhance customer retention
- » Integrating gamification into digital platforms to attract younger, tech-savvy customers and promote financial literacy

Jonathan Rez
Head of Service Design
Bank of England



12:20 Lunch Break

13:30 Redefining Branch Strategies: Balancing Digital Innovation with the Human Touch

- » Transforming traditional branches into digitally enhanced service hubs for personalized customer interactions
- » Integrating self-service technologies and smart kiosks to improve operational efficiency and customer convenience
- » Balancing digital innovation with human expertise to maintain trust and build deeper customer relationships

Davor Gasparac
Senior Program Manager Corporates & Markets;
BA Chapter Lead and Agile Coach
Erste Digital, Austria



14:10 Open for Sponsors

14:50 Networking Break

15:30 Digital Transformation for a Greener Future: Reducing Environmental Footprints in Retail Banking

- » Implementing paperless banking solutions and promoting digital channels to minimize resource consumption.
- » Leveraging technology to optimize energy use in branch operations and data centers
- » Supporting sustainable practices through green financing initiatives and eco-friendly customer incentives

Gerard Short
Senior Director of Product | Automation & AI
HSBC, UK



16:10 Harnessing Big Data for Personalizing Retail Banking Experiences

- » Utilizing big data analytics to understand customer preferences and tailor financial products and services
- » Enhancing customer satisfaction through real-time insights and personalized offers based on transactional behavior
- » Ensuring data privacy and security while leveraging customer data to drive deeper, more meaningful banking relationships

Alessio Mezzacapo
Chief Data Officer
Banca Stato



16:50 Panel Discussion:

17:30 End of the Day 1

DAY 2
WEDNESDAY
21ST MAY

Excellence In Retail Technologies in Banking

8:55 Conference re-opening

9.00 **Creating a Unified Customer Journey: Integrating Physical and Digital Channels for Optimal Experience**

Angeliki Ksona
Head of Self Service Banking Sector
National Bank of Greece



9.40 **Bridging the Gap: Collaboration Between Banks and Fintechs in the Open Banking Era**

- » Fostering partnerships between banks and fintech to innovate and create customer-centric financial products
- » Overcoming regulatory, security, and interoperability challenges to create seamless integration in the open banking ecosystem
- » Leveraging fintech solutions to enhance traditional banking services, from payments to lending, and increase market competitiveness

Ozgecan Unye
Head Open Banking and Service Banking
Yapi Kredi, Turkey



10:20 Networking Break

11:00 Topic to be Added

Steve Robson
Global Head of Liquidity WPB
HSBC, UK



11:40 **Revolutionizing Customer Experience with AI and ML in Retail Banking**

Vova Radin
Vice President of the Management Board,
Personal Finance Banking Area, Retail and
Business Banking Area
BNP Paribas, Poland



12:20 Lunch Break

13:30 **From Standardization to Customization – how new technologies can help to transform an international bank**

- » Foundation of standardization – how APIs and Kafka technology help create a standardized, interoperable banking infrastructure, paving the way for efficient and consistent operations.
- » The role of Blockchain for creating transparent and trustworthy ecosystems in banking
- » Empowerment of personalization – how AI is transforming banking by personalizing products and services, improving customer experience.

Ivanka Stoyanova
Chapter Lead REST APIs & Kafka
Commerzbank, Bulgaria



14:10 **Open for Sponsors: Creating a Unified Customer Journey: Integrating Physical and Digital Channels for Optimal Experience**

- » Developing a seamless experience that allows customers to move effortlessly between online, mobile, and in-branch services.
- » Leveraging customer insights and data to provide consistent, personalized interactions across all touchpoints.
- » Leveraging customer insights and data to provide consistent, personalized interactions across all touchpoints.

14:50 Networking Break

15:30 **The Future of Open Banking: Transforming Customer Experiences and Fostering Collaboration in Retail Banking**

This session could delve into:

- » How Open Banking is reshaping the financial services landscape and empowering retail customers.
- » Strategies for leveraging Open Banking to develop customer-centric propositions.
- » The role of collaboration between banks, governments, fintechs, and startups in driving innovation.
- » Practical insights into implementing technical and operational changes for Open Banking success.
- » Exploring the synergies between Open Banking and digital identity solutions.

Jody Bullen
Leading Open Banking
ANZ, New Zealand



16:10 Panel Discussion:

16:50 End of the Day 2

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Excellence In Retail Technologies in Banking 20-21 MAY 2025

Package Benefits	<input type="checkbox"/> Delegate Pass	<input type="checkbox"/> Online Pass	<input type="checkbox"/> Speaker Pass
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