



IN COOPERATION



WITH THE PARTICIPATION OF:



ORGANIZE A VIRTUAL FORUM:

BANKING IN THE NEXT NORMAL

DATE: 7th, 8th & 9th SEPTEMBER 2020
From 14:00 to 17:00 LEBANON TIME / GMT + 3

SPONSORING INSTITUTIONS FOR 2020 EVENTS

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Day 1: Monday 7th of September, 2020

14:00 - 14:10	<u>Welcome remark:</u> Mr. Wissam H. Fattouh , Secretary General, Union of Arab Banks
14:10 - 14:30	<u>Introduction of: “UAB digital Platform Initiative, Vision, Quick Wins, & Roadmap”</u> Mr. Suleiman Barada , Sr. Advisor & Head of Ecosystem Digital Transformation Unit
14:30 – 15:45	<u>Session I:</u> Digital Transformation - A Roadmap <p>The Digital transformation is fueled by investment commitments made in various industries witnessing disruption & the rise of new business models & revenue streams enabled by emerging technologies. The Arab countries would thrive united by leveraging cross-border investments thereby taking full advantage of the newly established by technological means. The panel would also create a space for multilateral dialogue led by the Arab Banking actors around the establishment of an Open Arab Funding Platform enabled by emerging technologies. Challenges, opportunities, and capabilities needed will be discussed and benchmarked against similar initiatives in other parts of the world, particularly EU.</p> <p><u>Session Chair:</u> Dr. Makram Bou Nassar, Executive Director - Payment Systems Department, Central Bank of Lebanon</p> <p><u>Panelists:</u></p> <ul style="list-style-type: none">- Mrs. Vera Futorjanski, Digital Platforms & Ecosystems Project / Expert Working Group Member, World Economic Forum, UAE- Mr. Jorge Camarate, Partner, Strategy&, UAE- Dr. Saad Andary, Former Vice Governor, Central Bank of Lebanon- Mr. Hani AbdulQader Idris, Executive Consultant to the Chairman, International Development Bank & Arab Payment Services Co., Iraq
15:45 – 15:55	<u>Short Break</u>
15:55 - 17:15	<u>Session II:</u> Digital Economy Indices - Mandates of the Banking Ecosystem & Regulators <p>No progress can be made in the Digital Economy without measurement of key indices and constantly trying to improve. This panel will discuss the indicators that must be closely monitored, the contribution and mandates of all the actors involved within the geography of the Union of Arab Banks. The current indices will be reviewed, and a conversation will be conducted on their relevance to the banking industry and the geography of UAB.</p> <p><u>Moderator:</u> Mrs. Rita Makhoul, CEO, ONYX - MENA, Lebanon</p> <p><u>Panelists:</u></p> <ul style="list-style-type: none">- Mrs. Mona Zoet, Founder, RegPac Revolution, Singapore- Mr. Gregory Bird, Deputy Secretary General- Global Coalition for Efficient Logistics (GCEL), Switzerland (tbc)- Mr. Guillaume Deroubaix, Managing Director – MENA, LexisNexis, France- Mr. Craig Weber, Founder, Perspexion, USA- Mr. Sarkis Mazraani, Anti Financial Crime Consultant, Valoores, Lebanon
17:15 – 17:45	<u>Roundtable for recommendations & End of day 1</u>

Day 2: Tuesday 8th of September, 2020

14:30 – 15:45	<p><u>Session I:</u> Investment Opportunities and Concerns on ESG and Biodiversity</p> <p>Environmental, Social, and Governance (ESG), as well as Biodiversity are gaining investors' attention and have already been incorporated in the qualifying criteria of venture selection and portfolio development. There are two sides to this panel, 1) the opportunity ahead to invest in business models that will reinforce ESG and biodiversity, 2) the compliance and disclosure of indicators and metrics that businesses must consider forward to qualify for funding.</p> <p><u>Session Chair:</u> Mr. Mohamad Daoud, Business Development Director/ Governance, Risk & Compliance, REFINITIV, UK</p> <p><u>Panelists:</u></p> <ul style="list-style-type: none">- Mr. Philip ter Woort, Director / Eastern Mediterranean Region, European Bank for Reconstruction & Development, UK (tbc)- Mr. William Tohmé, Senior Regional Head- MENA Region, CFA Society, Saudi Arabia- Mr. Mohamad S. Mansour, Member of the Incorporation Committee, Power Bank, Qatar- Mrs. Julia Walker, Head of Government & Industry Affairs- Sustainable Finance and Risk, REFINITIV, Singapore
15:45 – 15:50	Short Break
15:40 – 17:15	<p><u>Session II:</u> Financial Services Business Architecture Reference Model, Business Model Innovation, and Re-thinking the Operating Model</p> <p>The customer journeys have changed in many ways in response to the COVID-19 outbreak and will continue to change more deliberately moving forward for a more cashless and contactless customer experience. The panel will discuss how Business Architecture Financial Services Reference Model is best leveraged to introduce those structural changes in terms of new Value Streams, the Capabilities they require, and the technology investments to be made guided by the business lenses that Bus Arch offers. The panel will also discuss how these profound organizational changes are necessitating the design of new human-centered business models as well as re-thinking the Operating Model and the underlying infrastructure.</p> <p><u>Session Chair:</u> Mrs. Whynde Kuehn, Founder & MD, S2E Transformation Inc., Norway</p> <p><u>Panelists:</u></p> <ul style="list-style-type: none">- Mr. Mick Simonelli, Board Member of the Global Innovation Institute (GInI), USA- Mr. Mike Clark, Banking Innovation Strategist, UK- Dr. Mohammad Fheili, Risk, Capacity Building & Organizational Transformation Specialist, and Chief Consultant - M.I.Fheili & Associates, Lebanon- Dr. Ghassan Chammas, Managing Partner, Orion Financial Solutions, Lebanon
17:15 – 17:45	Roundtable for recommendations & End of day 2

Day 3: Wednesday 9th of September, 2020

14:30 – 15:45	<p><u>Session I: Cutting Through the Noise of The Future of Payments</u></p> <p>Looking out at the emergence of digital and connected commerce ecosystems, payment mechanisms, as we know them, are likely to disappear as we transact across phones and digital wallets, and all is done in a contactless fashion. Technology is set to recognize, authenticate, vet, and settle payments and consumers are demanding to streamline purchases with checkout-free payments. Best of breed technology solutions are already being produced, and those are just going to grow in adoption as regulators embrace the interconnected ecosystem thinking and the open banking principles. This panel will explore the emerging technologies, regulations, and cybersecurity requirements in relation to the next normal of payments.</p> <p><u>Session Chair:</u> Dr. David Wen, Chairman-Focus Group on Digital Currency, Telecommunication Standardization Bureau, Switzerland</p> <p><u>Panelists:</u></p> <ul style="list-style-type: none">- Mr. Ahmed Mansour, Chief Information Officer, Al-Ahli Bank of Kuwait- Mr. Alistair Brown, Global Head of Payments, EPAM Systems, USA- Mr. Tony Feghaly, Managing Partner & CEO, Potech Consulting, Lebanon
15:45 – 15:50	Short Break
15:50 – 17:15	<p><u>Session II: Future-proofing Financial Services Institutions with Emerging Technologies</u> (Cloud, Distributed ledger, Biometrics, Robo-advisors, BaaS, RPA/RPI)</p> <p>The panel will tackle Banking in The Next Normal from a technological point of view to bring insight and foresight that UAB ecosystem actors can leverage while designing their technology-enabled future state. Arab Banks can either fear the inevitable open-banking transformation, or they can embrace it, and benefit from becoming the financial solution provider that their customers are so constantly seeking. The panel will particularly address the Cloud adoption as a crucial catalyst. What can we do at an ecosystem level, so the Cloud adoption is achieved through deliberate design rather than in response to disasters? The emerging technologies are making possible the ever-increasing expectations of the digital natives and are creating the driving force that in no doubt will make Open Banking a necessity to look at, sooner rather than later.</p> <p><u>Session Chair:</u> Mr. Suleiman Barada, Sr. Advisor & Head of DTU, Union of Arab Banks</p> <p><u>Panelists:</u></p> <ul style="list-style-type: none">- Mr. Petko Karamotchev, Director, INDUSTRIA, UK- Mr. Brian Halpin, Chief Customer Officer- EMEA, Blue Prism, Ireland- Mr. Combiz Richard Abdolrahimi, Emerging Technology & Innovation Leader, Deloitte, USA
17:15 – 18:00	<p><u>Nominations Kickoff:</u></p> <p>Excellence Award for Best Arab Digital Financial Institutions 2020 (2nd edition) <i>Innovation - Inclusiveness – Loyalty – wellbeing</i></p> <p>In partnership with the Arab Information & Communication Technologies Organization (AICTO)</p>
18:00 – 18:10	Closing Remarks & Recommendations