

DIGITAL FUTURE OF RETAIL BANKING

ONLINE TRAINING

Date: 14 April

INTRODUCTION & OBJECTIVES

Technology has a growing impact on many industries including banking and finance. New disruptive technologies and digitalization already impact and transform all kinds of customer and supplier relationships. By creating, disseminating and using information helping to identify and generate added value, they are now changing corporate structures in regards to operations, business models and performance management.

Finance is digital and the Financial Services Industry acknowledges the need for a thorough digital transformation as the only means to thrive in the future. Technological capabilities are essential for a future in an industry that is digital in its very essence, the times of managing physical money and bonds being long gone.

Mastering the development and realization of innovative financial products and services through digital technology is key. Financial systems thus become more reliable and transparent, and user interactions smoother. In terms of user-friendliness and adding value to said interactions, cybersecurity, authentication, (mobile) payments, robo-advisors, etc. all require adequate integration and packaging.

Objectives:

At the end of the session, participants will gain an in-depth understanding of the key issues and questions retail banks are facing when confronted to digitization, and how to initiate their digital transformation journey.

METHODOLOGY

This course is NOT a webinar but is intended as an interactive programme, even if it is short. Participants are encouraged to engage in the session and to this end to have their webcam on and a well-functioning microphone.

TARGET AUDIENCE

This course is suitable for any financial or non-financial professional willing to understand what is at stake when talking about digitization in the retail banking industry, and what choices the banks have.

LANGUAGE

A good command of English is required!

EXPERT

Mr Jean Diederich is the President of Luxembourg digital professional association APSI and vice-Chair of the working group digital finance of DigitalEurope. He is a member of the Digital Strategy & Payments Committees of the Luxembourg banking association (ABBL) and a member of the DLT/Blockchain workgroups of APSI, ABBL & ALFI (Association of the Luxembourg Fund Industry). On a regular basis he is invited as a speaker in different international events like SIBOS/Swift, ICT Spring, ABBL meets members, APSI days. He also delivers trainings at the Luxembourg House of Training in the areas of digital banking, the cloud computing & DLT.

DATE, DURATION & TIME

1 session of 4 hours on April 14th from 9am to 1pm (CET).

PLATFORM & TECHNICAL REQUIREMENTS

Microsoft Teams

In order to join the course participants are requested to have: In order to join the course participants are requested to have:

- ✚ a stable internet connection
- ✚ a device (preferably a PC) with well-functioning microphone and webcam, which is mandatory to be able to interact with the trainer and their peers.

CONTENT

The course is presented in cooperation with the Luxembourg Bankers Association (ABBL) Digital Banking and FinTech Innovation Cluster.

- ✚ How can technology be applied to increase customer loyalty?
- ✚ Which services will be offered by the Retail Bank of the future and which ones will not?
- ✚ How will Bankers interact with their customers and which process will disappear?

REGISTRATION

Send your filled registration forms via email at KBA, or contact us at:
kbatrainingcenter@bankassoc-kos.com or **038 246 171**