



#FIBAC 2022

'Helping India step change its growth: How tech enabled banking can contribute to realization of \$5tn economy goal'

2nd – 3rd November 2022

Trident Hotel, Mumbai

Programme

Day 1: 2nd November 2022

10.30 a.m. – 11:30 a.m.	Inaugural Session Opening address by Mr Sanjiv Mehta, President, FICCI Welcome address by Mr A K Goel, Chairman, IBA Address by Mr Amitabh Chaudhry, Chairman, FICCI Banking Committee Release of FIBAC 2022 report Theme Presentation by Mr Saurabh Tripathi, Managing Director & Senior Partner, BCG Inaugural address by Mr Shaktikanta Das, Governor, RBI Concluding remarks by Mr Sunil Mehta, Chief Executive, IBA Vote of thanks by Mr Arun Chawla, Director General, FICCI Session to be moderated by Ms Jyoti Vij, Deputy Secretary General, FICCI
11:30 a.m. – 11:45 a.m.	Session Changeover
11:45 a.m.– 1.00 p.m. SESSION 1	CEOs Panel - Riding the digital super cycle: How digital finance can help India leapfrog Over the past few years, many digital enablers have been put into motion. The larger context that could leapfrog India as a digital finance leader-nation would be the ecosystem combination of Open Network for Digital Commerce (ONDC), Open Credit Enablement Network (OCEN), blockchain-enabled financial system, Digital Rupee, UPI, and the move towards the green-transition. The next 5 years is clearly a period of big opportunity for us. Could this make India a true digital finance state, and do you think we can marshal the power of the digital super cycle appropriately and keep pushing on infrastructure and doing all the things that need to be done, to unlock India's higher growth potential? Moderated by: Mr Saurabh Tripathi, Managing Director & Senior Partner, BCG Panel of speakers: <ul style="list-style-type: none">• Mr A K Goel, Chairman, IBA and MD & CEO, Punjab National Bank• Mr Dinesh Kumar Khara, Chairman, State Bank of India• Mr Sanjiv Chadha, MD & CEO, Bank of Baroda• Mr Amitabh Chaudhry, MD & CEO, Axis Bank• Ms Kaku Nakhate, President and Country Head, Bank of America• Mr Hitendra Dave, CEO, HSBC India• Ms Zarin Daruwala, MD & CEO, Standard Chartered Q&A

1.00 p.m. – 1:05 p.m.	Session Changeover
1:05 p.m. – 2.00 p.m. SESSION 2	<p>Climate and Sustainability: Role of banks in financing transition of Indian industry and meeting India's national commitments</p> <p>Climate change poses the biggest risk to our world today. For ESG principles to be effectively embedded in investment and financing processes and for banks to create a meaningful environmental and social impact, focus on uniform ESG reporting and standardized scoring is essential. Putting numbers to these financial derivatives of climate risk will increase the banking sector's appetite for financing operations aligned with a low-carbon future. ESG investing in India has been steadily gaining momentum in the last five years, but efforts are still in the nascent stage. While trends in ESG investing are positive, several challenges remain. Addressing the barriers will enable to expand ESG integration in fixed income and structured finance spaces. Nevertheless, an overarching regulatory framework needs to be established to fully reap market benefits. How can Banks play a pivotal role in this transition?</p> <p>Moderated by: Mr Yashraj Erande, Managing Director & Partner, BCG</p> <p>Panel of speakers:</p> <ul style="list-style-type: none"> • Mr Ashwini Kumar Tewari, MD, State Bank of India • Mr Debadatta Chand, ED, Bank of Baroda • Mr Rajiv Anand, DMD, Axis Bank • Mr KVS Manian, WTD & Member of Group Management Council, Kotak Mahindra Bank • Mr Raj Balakrishnan, MD & Co-head - Investment Banking, India, Bank of America <p>Q&A</p>
2.00 p.m. – 3.00 p.m.	Lunch – Gulmohar and Lotus Rooms
3.00 p.m. – 3:55 p.m. SESSION 3	<p>Payments and Cards: What to expect in a post UPI Indian payments market</p> <p>There is a wide consensus in the financial world that India's UPI is one of the biggest and most impactful financial technology innovations to have come out in the world. Most nations still do not have an equivalent or similar system for free and real-time interbank payments and a growing number of them are actively evaluating implementing UPI in their own jurisdictions. However, India is now gearing up for a post-UPI digital payments revolution. With many fintech innovations, like allowing offline payments, voice-based payment service, linking credit card payments via UPI, etc there is strong potential to disrupt Indian consumer payments space further. Do you think that for Banks and/or FinTechs, who can find a role for themselves in realizing this goal, this is a rare opportunity to build in India but not just for India but also for the rest of the world?</p> <p>Moderated by: Mr Vivek Mandhata, Partner, BCG</p> <p>Panel of speakers:</p> <ul style="list-style-type: none"> • Mr Dilip Asbe, MD & CEO, NPCI • Mr Nikhil Sahni, Division President, South Asia, Mastercard • Dr. N Kamakodi, MD & CEO, City Union Bank • Mr Prasad Sonavane, Chief Revenue Officer, Innoviti • Mr M N Srinivasu, Co-founder, Bill Desk • Mr Mahendra Nerurkar, CEO, Amazon Pay India <p>Q&A</p>

3:55 p.m. – 4:00 p.m.	Session Changeover
4:00 p.m. – 4:55 p.m. SESSION 4	<p>FinTechs: Learnings from past moves and improving collaborations with banks</p> <p>With the tremendous growth in technology, number of Fintechs and customer ecosystems are growing rapidly which is changing the role of Banks. On one hand, Fintechs have the advantage of having lower costs, better products suite, agile operating model and presence in ecosystems where customers are present. On the other hand, banks have the balance sheet size to fulfil needs of customers. Hence, it becomes imperative for banks to come forward and partner with leading fintech companies to provide better and customized solutions to customers at their convenience. However, there have been multiple gaps between them – how do you think banks and FinTechs can collaborate better? Can they together respond to the threat of disruption?</p> <p>Moderated by: Ms. Neetu Chitkara, Managing Director & Partner, BCG</p> <p>Panel of speakers:</p> <ul style="list-style-type: none"> • Mr Deepak Sharma, President & CDO, Kotak Mahindra Bank • Mr Sameer Shetty, President & Head – Digital Banking, Axis Bank • Mr Shankar Subramaniam, India Corporate Banking Head, Bank of America • Mr Viswanath Ramaswamy, Vice President, Technology, IBM India and South Asia • Mr Sabyasachi Goswami, CEO, Perfios <p>Q&A</p>
4.55 p.m. – 5:00 p.m.	Session Changeover
5:00 p.m. – 5.55 p.m. SESSION 5	<p>Cloud Native Architecture: The challenges and hacks in pursuit of the holy grail</p> <p>Cloud adoption accelerates among banks with unique strategies. However, Banks that have invested millions in legacy technology struggle with this massive transition. Cost and effort to migrate workloads to the cloud remain a major concern for traditional banks. It is often a challenging multi-year transformation that requires a holistic and strategic change management. A simple migration to cloud may not be enough, it should be leveraged with API-connected microservices architecture and right data framework. Many traditional banks are undertaking a phased migration approach while new digital banks are just born on cloud. In today’s hybrid environment, banks need expertise for both on-premise and cloud systems as well as work with a managed-services provider. Investing in people and skills can enable sustainable competitive differentiator. Do you agree?</p> <p>Moderated by: Mr. Vipin V, Partner, BCG</p> <p>Panel of speakers:</p> <ul style="list-style-type: none"> • Ms Vidya Krishnan, DMD and CIO, State Bank of India • Mr Avinash Raghavendra, President and CIO, Axis Bank • Mr Rishi Aurora, Senior Partner, ISA FSS Sector Leader and APAC Core Banking and Payments Leader, IBM Consulting • Mr V G Sundar Ram, Director – Business, Migrations and Digital Inclusion, AWS • Mr. Sudhir Kesavan, Senior Vice President – Cloud Transformation, Wipro

	Q&A
5.55 p.m. – 6:00 p.m.	Session Changeover
6:00 p.m. – 6:55 p.m. SESSION 6	<p>Infrastructure finance 2.0: How banks and capital markets will adjust to the new paradigm</p> <p>Indian market has seen a tall rise in request for credit and loan by corporates, which in turn, has given a parallel increment in competition and credit worthiness delinquencies. Have the disturbances of-late made it troublesome for the banks to take credit calls on corporate accounts? Can the data analytical tools be utilized to make credit decisions in easier and speedier way? What does the future have in store in light of the disruption?</p> <p>Moderated by: Mr Ashish Garg, Managing Director & Senior Partner, BCG</p> <p>Panel of speakers:</p> <ul style="list-style-type: none"> • Mr Rajkiran Rai G., MD & CEO, NaBFID [National Bank for Financing Infrastructure and Development] • Mr Sunil Mehta, Chief Executive, IBA • Mr Vijay Dube, ED, Punjab National Bank • Mr Prasad Gadkari, Executive Director and Chief Strategy Officer, NIIF • Mr Gurpreet Chhatwal, MD, CRISIL Ratings Ltd <p>Q&A</p>
6.55 pm onwards	Networking Reception – Gulmohar and Lotus Rooms

Day 2: 3rd November 2022

<p>9.45 a.m. – 10:40 a.m. SESSION 7</p>	<p>Next Gen Talent: How Indian banking can secure its future by attracting and retaining new quality talent pools amidst increasing war of talent</p> <p>The top challenge that bankers are expected to face in coming years are to attracting and retain the talent pool. While there is an existing pool of talent to draw from across the region, the overall global talent shortage in the financial services and IT industries intensifies the problem. Undoubtedly, employees appear to have the upper hand for the first time in decades and there has been a power shift when it comes to hiring. And so, navigating through these turbulent times would only require a more streamlined, creative, and diverse approach to attracting and retaining talent which takes us to our next question - How do we lead talent through turbulent times?</p> <p>Moderated by: Mr. Varun Kejriwal, Managing Director & Partner, BCG</p> <p>Panel of speakers:</p> <ul style="list-style-type: none"> • Mr Kadambelil Paul Thomas, MD & CEO, ESAF SFB • Mr Prashant Kumar, MD & CEO, YES Bank • Mr Pralay Mondal, MD & CEO, Catholic Syrian Bank • Mr R Subramaniakumar, MD & CEO, RBL Bank <p>Q&A</p>
<p>10.40 a.m. – 11.00 a.m.</p>	<p>Session Changeover / Tea / Coffee Break</p>
<p>11.00 a.m. – 12.00 noon SESSION 8</p>	<p>Digital lending: Can AI solve India's credit deficit within confines of acceptable risk levels</p> <p>The use of AI in finance promises to help solve many long-standing barriers to financial inclusion. The formal financial sector has been beyond reach for low-income users and remotely located users in India for numerous reasons. As we battled a global pandemic which could further isolate people excluded from formal finance or those who are geographically dispersed, any methods that can assist in overcoming these barriers become even more critical to understand. Some of the most enduring barriers to accessing formal financial services for low-income users include a lack of formal records of income and expenditure, of proper credit history, or the relatively high unit cost to provide services at the last mile. Many fintechs and banks assert that using AI for these purposes has allowed them to serve consumers who lack a formal credit history and consumers who have been excluded from the formal financial system. Do you agree?</p> <p>Moderated by: Mr Hardik Shah, Partner, BCG</p> <p>Panel of Speakers:</p> <ul style="list-style-type: none"> • Mr Asheesh Pandey, Executive Director, Bank of Maharashtra* • Mr Rajeev Ahuja, ED, RBL Bank • Mr Ramgopal Subramani, Chief Strategy Officer, Perfios • Mr Sashank Rishyasringa, Co-Founder and MD, Axio Finance <p>Q&A</p>
<p>12.00 – 12.05 pm</p>	<p>Session Changeover</p>
<p>12.05 p.m. – 1.00 p.m. SESSION 9</p>	<p>Cyber fusion: Preparing for digital attacks, frauds, and upcoming demands of personal data protection</p> <p>Until recently, financial firms and governments were the primary targets of cyberattacks. Today, with every company hooking up more and more of their business to the Internet, the threat is now universal. The threat is too substantial,</p>

	<p>and the underlying vectors on which they are borne are changing too quickly. To increase and sustain their resilience to cyberattacks, companies must adopt a new posture - comprehensive, strategic, and persistent. We need data protection act in place, stringent laws, and faster implementation. How prepared are we to tackle the potential threat?</p> <p>Moderated by: Mr Saurabh Chandra, Platinion Managing Director, BCG Platinion</p> <p>Panel of Speakers:</p> <ul style="list-style-type: none"> • Mr Sameer Ratolikar, CISO, HDFC Bank • Mr Sankarson Banerjee, CIO, RBL Bank • Mr Rajiv Mishra, CGM, DIT, Union Bank of India • Mr Vipin Surelia, Head of Risk Services – India and South Asia, Visa • Mr Lalit Kumar, Head of Security, AWS <p>Q&A</p>
<p>1.00 p.m. – 2.15 p.m.</p>	<p>Lunch – Gulmohar and Lotus Rooms</p>
<p>2.15 p.m. – 3.20 p.m. SESSION 10</p>	<p>Design: How superior user experience can ensure faster ROI on digital excellence</p> <p>Banks must increasingly prioritize delivering a superior customer user experience (UX) over their digital channels. Having a solid design strategy in place that exhibits a deep understanding of the customer can mitigate customer satisfaction risk and improve banks’ competitive standing. Digital banking allows personalization at scale that drives between 5 and 15% revenue growth for companies in the financial services sectors. Banks functioning digitally have witnessed reduced costs and streamlined processes. This end-to-end integration also helps provide an engaging customer experience in financial services and allows business transformation with Artificial Intelligence. What are the key components required in delivering the superior customer user experience?</p> <p>Moderated by: Mr. Nipun Kalra, Managing Director & Partner, BCG</p> <p>Panel of speakers:</p> <ul style="list-style-type: none"> • Mr Nitesh Ranjan, ED, Union Bank of India • Mr Akhil Handa, CDO, Bank of Baroda • Ms Shalini Warriar, ED, Federal Bank • Mr Rajan Pental, Senior Group President and Global Head – Retail Banking, Yes Bank • Mr Chandra Shekar Surbhat, Vice President & Practice Head – Digital Experience, Wipro • Mr Shreyas Srinivasan, CPO - Consumer Products, Paytm and CEO, Paytm Insider <p>Q&A</p>
<p>3.20 p.m. – 3.30 p.m.</p>	<p>Session Changeover</p>
<p>3.30 p.m. – 4.20 p.m. SESSION 11</p>	<p>Re-imagined tech enabled rural financial system: Can partnerships offset the trade-off between richness and reach of services</p> <p>To put the economy back on track, an acceleration in domestic consumption is the need of the hour. In this regard, fintech NBFCs with the support of banks through co-lending can boost economic activity through easy transactions, broader reach, extensive analytical capabilities, and consumer-friendly lending terms, especially since periods of economic uncertainty make traditional lenders more cautious. Co-lending will provide banks with an opportunity to leverage the</p>

	<p>powerful fintech lenders, based on state-of-the-art algorithms that can evaluate huge amounts of data from disparate sources to better analyse the creditworthiness of customers. It will further improve the flow of credit to the unserved and underserved sector of the economy and make available funds to the ultimate beneficiary at an affordable cost, considering the lower cost of funds from banks and greater reach of the NBFCs. Do you agree?</p> <p>Moderated by: Mr. Hemant Jhahria, Managing Director & Partner, BCG</p> <p>Panel of Speakers:</p> <ul style="list-style-type: none"> • Mr Nidhu Saxena, Executive Director, Union Bank of India • Mr J Venkatramu, MD & CEO, India Post Payments Bank • Mr Rishi Gupta, MD & CEO, FINO Payments Bank • Mr Baskar Babu Ramachandran, MD & CEO, Suryoday Small Finance Bank • Mr Royston Braganza, CEO, Grameen Capital <p>Q&A</p>
4.20 p.m. – 4.30 p.m.	Session Changeover
4.30 p.m. – 5.30 p.m. SESSION 12	<p>MSME Finance: How the banking industry can enable small enterprises to create a big impact on the economy</p> <p>As the economy enters the next credit cycle, banks are finding both opportunities and challenges in the market for lending to micro, small and medium-size enterprises (MSMEs). Although volumes are growing slowly, most banks are not reaching their full potential. Many still use old business models, rely on legacy processes, and even view SMEs as corporate entities. By failing to meet the needs of these businesses, banks are leaving opportunities on the table. There is no one-size-fits-all approach to suit every bank and market, but banks that rethink their SME-lending businesses can increase their market share and promote profitable growth. For most banks, this starts by developing a strategy and a clear vision of product offerings and then rendering them for the targeted customers with a streamlined, robust experience. By using advanced analytics and purpose-built processes and infrastructure, banks can make decisions instantly and use risk-adjusted pricing to boot. Do you agree?</p> <p>Moderated by: Mr. Ruchin Goyal, Managing Director & Senior Partner, BCG</p> <p>Panel of Speakers:</p> <ul style="list-style-type: none"> • Mr Sivasubramanian Ramann, CMD, SIDBI • Mr M S Mahabaleshwara, MD & CEO, Karnataka Bank • Mr Rakesh Singh, CEO, Aditya Birla Finance Ltd • Mr Neeraj Dhawan, Country Manager, Experian India • Mr Srikanth Rajagopalan, CEO, Perfios Account Aggregation Services • Mr Sundeep Mohindru, CEO, M1Xchange <p>Q&A</p>
5.30 p.m. – 5.40 p.m.	Session Changeover
5.40 p.m. – 6.15 p.m.	<p>Valedictory Session</p> <p>Keynote Address by Mr M Rajeshwar Rao, Deputy Governor, RBI</p> <p>Vote of Thanks by Mr. Sunil Mehta, Chief Executive, IBA.</p>

*Invited