
Monday Networking Opens: 1-to-1 meetings (preschedule or in real time)

8:00am - 8:30am

Monday Networking Break 1: 1-to-1 meetings (preschedule or in real time).

8:30am - 9:00am

Welcome From Finovate

9:00am - 9:05am

Participants

Greg Palmer - Vice President, Finovate

Demo Session 1 - See 6 fast-paced demos from innovators from across the fintech spectrum

9:05am - 10:10am

Six start-ups and established fintech companies have just 10 minutes to demo their latest solutions live. No slides or video are allowed!

Monday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!

10:10am - 10:40am

Q&A and chat led by Finovate with speakers from Monit, Zeta, Momentifi, Arnexa, CoCoNet, and Glia. Join us just to listen or share thoughts and questions!

Visit sponsor profiles to access assets and request a meeting.

1-to-1 meetings (preschedule or in real time)

Demo Session 2 - Hear 6 fast-paced demos from innovators from across the fintech spectrum

10:40am - 11:45am

Six start-ups and established fintech companies have just 10 minutes to demo their latest solutions live. No slides or video are allowed!

Monday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!

11:45am - 12:15pm

Q&A and chat led by Finovate with speakers from Q2, Instnt, Ninth Wave, Linqto, Payever, and Productfy. Join us just to listen or share thoughts and questions!

Visit sponsor profiles to access assets and request a meeting.

1-to-1 meetings (preschedule or in real time)

Lunch Break

12:15pm - 1:10pm

Vote for your favorite demo for Best of Show

1:10pm - 1:15pm

Vote for your favorite demo from Monday to win the Best of Show award.

Welcome Back From Finovate

1:15pm - 1:20pm

Participants

Greg Palmer - Vice President, Finovate

Keynote Address: Just One Percent In - Learning to Navigate the Next Economy

1:20pm - 1:50pm

The world as we knew is over. And though the pain this has caused is very real, it now opens opportunities for reinvention most of us couldn't even imagine just six months ago. What makes this moment so unique is not only that we are collectively experiencing a simultaneous global pandemic, a massive economic and an overdue cultural + historical awakening, BUT we are also standing at the front end of an astronomical shift in how the world will work.

When you speak with the visionaries and entrepreneurs actually building the technology applications of tomorrow—from on-demand retail to vertical farms—and ask how far into this new era we are, almost universally the reply is: "only one percent". And change will happen fast... so imagine where we will be ten years from now? How about 50? We are at the front end of a new era and have important choices to make about the future we want to see — so let's explore what's on the horizon, what makes this moment especially potent and what it will take to build a better next.

Clearly there is no sitting on the sidelines anymore. One of the most stunning and lingering things about the global pandemic is that suddenly everyone is being thrust into this new era, together. Ready or not. Emerging from this are four massive shifts in awareness and behavior that are reshaping our understanding of business, society, technology and ourselves... and offer a lot of hope ahead.

Participants

Nancy Giordano - Strategic Futurist, TEDx Curator

Break

1:50pm - 1:55pm

Analyst Insight: What's Hot And What's Not In Fintech. How Are We Seeing The Impact Of COVID-19 Taking Hold

1:55pm - 2:10pm

Participants

Jacob Jegher - President, Javelin Strategy & Research

Break

2:10pm - 2:15pm

The 7 Steps to Implementing Machine Learning In Financial Services

2:15pm - 2:35pm

Financial Services and FinTech firms are all working to incorporate machine learning into their business processes and services, to improve everything from trading, to managing risk, to customer relationship management and more. But according to industry analysts only 22% of financial services firms have yet to deploy machine learning in production. Learn how to demystify the process to progress from raw data to successful production implementations in this informative session.

Participants

Jeff Fried - Director of Product Management - Data Platforms, System Development, InterSystems

Monday Networking Break 4: Don't miss the Machine Learning Roundtable With InterSystems or the Q&A Session with Keynote Speaker Nancy Giordano, Strategic Futurist

2:35pm - 3:05pm

2.35-3.35

Machine Learning Roundtable
Financial services organizations are striving to leverage machine learning and artificial intelligence to improve operational efficiencies, deliver new innovative services, reduce customer churn, minimize fraud, and for a host of other business initiatives. In this session we will discuss the key business drivers and the various challenges to successful implementations. We invite participants to share their initiatives, challenges, successes, and questions in this interactive forum.

2.35-3.00

Join this morning's keynote speaker Nancy Giordano for a special Q&A session about how to navigate the challenges of the next economy, moderated by Finovate analyst Julie Muhn.

Participants

Jeff Fried - Director of Product Management - Data Platforms, System Development, InterSystems

Joe Lichtenberg - Director of Industry Marketing, InterSystems

Nancy Giordano - Strategic Futurist, TEDx Curator

Julie Muhn - Senior Research Analyst, The Finovate Group and FinDEVr

Opening Remarks From The Chair

3:05pm - 3:10pm
Future Banking

Participants

David Penn - Research Analyst, Finovate

Opening Remarks From The Chair

3:05pm - 3:10pm
Future Payments

Participants

Greg Palmer - Vice President, Finovate

Opening Remarks From The Chair

3:05pm - 3:10pm
Future Tech

Participants

Julie Muhn - Senior Research Analyst, The Finovate Group and FinDEVr

Opening Remarks from The Chair

3:05pm - 3:10pm
Future SMB Financing & Community Banking

Participants

Charles Potts - Senior Vice President, Chief Innovation Officer, Independent Community Bankers of America® (ICBA)

Keynote Address: Building Customer Centricity Into Your Organization – Integrating UX From The Ground Up

3:10pm - 3:30pm
Future Banking

- Internalizing innovation and a customer focus culture within teams – strategies for success.
- Putting in place a cohesive, cross-channel, digital UX that is intuitive and works for the end user.
- Designing products and services with the user in mind: truly understanding customer needs, and mapping the customer journey to determine new product opportunities.
- How Schwab has embraced a customer-centered digital transformation by incorporating UX practices at the heart of their product development process.

Participants

Eliel Johnson - Vice President and Head of User Experience and Design, Charles Schwab

Fireside Chat: The Need For Speed: Future-Proofing Your Payments Transformation Post COVID & Driving Towards A Real-Time Payments Reality

3:10pm - 3:30pm
Future Payments

- Overcoming the challenges to implement real-time payments, and the knock-on impact on your broader payments transformation strategy.
- Making the payments experience a seamless one for the customer, in order to meet their needs.
- Realizing transformation through partnerships: The need for collaboration to deliver effective change.
- Ensuring the changes you enact today remain relevant to your clients tomorrow.

Participants

Moderator: Ginger Schmeltzer - Senior Analyst, Aite Group

Michelle Ziolkowski - SVP, Head of Global Payables, Wells Fargo

Fireside Chat: The Impact Of Blockchain And Decentralized Technology

3:10pm - 3:30pm
Future Tech

- What will it take to reach wider adoption, and what's holding the industry back.
- Building the future of payments through blockchain technology.
- Assessing the new product offerings around crypto, and the opportunities and product offerings coming to market.

Participants

Eric Van Miltenburg - SVP Global Operations & Business Development, Ripple

Moderator: Julie Muhn - Senior Research Analyst, The Finovate Group and FinDEVr

Keynote Address: Digital Banking Revolution - Why It's Vital For Community Banks To Take Ownership Of Their Digital Roadmap

3:10pm - 3:30pm
Future SMB Financing & Community Banking

In this session, Corey will tackle the preconceived notion that small and medium sized financial institutions are not good investors in technology.

Often times the culprit being misalignment between the technology and the institutions objectives along with a lacking focus on customers' needs.

Ultimately by taking control of your digital roadmap and building with a purpose it is possible to deliver valuable products and services to your clients.

Participants

Corey LeBlanc - Chief Digital and Innovation Officer, Origin Bank

Special Address: Innovation At Scale: SWIFT's Strategy To Reinvent Global Transactions

3:30pm - 3:50pm
Future Banking

Over the past 40 years, SWIFT has created and developed the world's leading global transaction processing infrastructure. But to remain ahead in an age of rapid innovation and change, the cooperative is quickly evolving. To this end, SWIFT recently announced that it will develop a new transaction management platform that aims to transform cross-border transaction processing as we know it today. Join Nick Kerigan, SWIFT's Head of Innovation Execution, to hear more about the company's ambitious plans to deliver instant and frictionless account-to-account transactions anywhere in the world.

Participants

Nick Kerigan - Head of Innovation Execution, SWIFT

Special Address: AI and Emerging Tech for An Inclusive Recovery

3:30pm - 3:50pm
Future Payments

An unprecedented pandemic and the resulting economic devastation, a historic national reckoning with racial injustice, and pre-existing pervasive financial insecurity in the US are combining to create a moral and business imperative to address long-standing inequities in basic financial security and wealth creation. AI, mobile/digital wallets, contactless payments and other emerging technologies can be leveraged in new ways to address these systemic problems. The speaker shares primary consumer research and examples of current fintech innovation to spur innovative thinking and product designs that also create important new business value.

Participants

Tim Flacke - Executive Director and Co-Founder, Commonwealth

Special Address: Redefining The Approach To Mobile Security In FinTech (And Why It Works)

3:30pm - 3:50pm
Future Tech

When it comes to mobile security, everyone assumes open means unsecure. Discover how to debunk these security myths, and learn how the latest multi-layered security protections, encompassing software, hardware and application levels, now leverage the power of machine-learning to protect your device fleet. Join an Android expert as they share the latest on enterprise security innovations, backed by third party validation.

Participants

Mike Burr - Lead Android Enterprise Security Evangelist, Google

Special Address: Harnessing The Cloud To Create More Efficiencies For SMBs In The New Normal

3:30pm - 3:50pm
Future SMB Financing & Community Banking

Implementing cloud-based solutions, allowing SMBs to run more efficiently, remotely, and quickly.

Responding to an increasingly cashless economy and decreasing operational costs to SMBs.

Participants

Tyler McIntyre - Founder & CTO, Novo

Break

3:50pm - 4:00pm
Future Banking

Break

3:50pm - 4:00pm
Future Payments

Break

3:50pm - 4:00pm
Future Tech

Break

3:50pm - 4:00pm
Future SMB Financing & Community Banking

Power Panel: Reimagining Workforce Effectiveness - Exploring The Changing Skillsets Needed In A Post Pandemic World

4:00pm - 4:35pm
Future Banking

- Exploring the changing skillsets needed
- Incentivizing talent to choose you: Employee benefits, opportunities and engagement, and investing in your people
- Nurturing a culture of innovation, collaboration, risk-taking, ideas-generation and quick learning

Participants

Panelist: Nathan Bricklin - Head of Workplace Experience, Wells Fargo

Panelist: Hannah Whiteside - Managing Director, Technology Culture, Change and Communications, Charles Schwab

Panelist: Helene Panzarino - Co-Creator, FinTech Executive Education Programme, Imperial College

Panelist: John Finley - Head of Enterprise Customer Experience, Bank Of The West BNP Paribas

Moderator: Daniel Latimore - Chief Research Officer, Celent

Power Panel: How Will COVID 19 Change The Future Of Payments? Will We See The Death Of Cash? Will North America Skip Contactless And Move Straight to Digital Wallets?

4:00pm - 4:35pm
Future Payments

- The evolution of mobile wallets to drive greater value and differentiation, from digital ticketing and receipts, to the convenience of keeping everything in one place.
- Will North America skip contactless payments altogether, and move straight from physical cards to broader digital wallet offerings?
- The implications of the cashless society for the evolution of digital wallets.

Participants

Moderator: Michelle Evans - Global Head of Digital Consumer Research, Euromonitor International

Timothy Chiodo - Director of Payments, Processors & FinTech Sector, Credit Suisse

Millicent Tracey - Payments API Consultant, NACHA

Jo Jagadish - Head of Commercial Products and Payment Innovation, TD Bank

Sean Collins - Co-Founder, Goldfinch Partners

Power Panel: Artificial Intelligence - Practical Insights From The Front Line Of Innovation

4:00pm - 4:35pm
Future Tech

Putting AI into practice, to drive change: where are we in terms of real adoption?

Assessing efforts made to incorporate AI in finance to date, and what this tells us about the future of the tech

With deployment of the tech speeding ahead in retail and healthcare, why are we slower to adopt, and how is this lag being overcome?

Participants

Moderator: Isabelle Freidheim - Co-Founder and Managing Partner, Starwood VC

Haimera Workie - Head of Financial Innovation and Senior Director, FINRA – Office of Financial Innovation

Clara Durodié - Chief Executive, Cognitive Finance Group

Jan Christopher Arp - Managing Partner & Co-Founder, Holt Accelerator

Power Panel: Reinventing Community Banking – What Do Community Banks And Credit Unions Need To Do To Survive And Thrive In The New Normal?

4:00pm - 4:35pm
Future SMB Financing & Community Banking

Exploiting your unique strengths to be more agile, to innovate quickly, and to meet the shifting and increasing demands of your customers while leveraging your expertise

Providing convenient, flexible solutions that deliver value to SMB clients and make their lives easier.

Using the data at your disposal to help your customers and to re-evaluate your processes in order to remain competitive

How community banks are reviving finance in the digital age and the valuable role of partnerships for mutual benefit and step up in an increasingly competitive sector

Participants

Moderator: Ian Benton - Senior Analyst, Digital Banking, Javelin Strategy & Research

Amar Ahluwalia - Vice-President, Corporate Development & Partnerships, Coast Capital

Eytan Bensoussan - Co-Founder & CEO, NorthOne

Chrystina Giorgio - President & CEO, ICBA Bancard

Lisa Gold Schier - Head of Business Innovation & Endorsed Solutions, American Bankers Association (ABA)

Monday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)

4:35pm - 5:05pm

Monday Networking Continues: 1-to-1 meetings (preschedule or in real time)

5:05pm - 6:00pm

SCHEDULE

DIGITAL AGENDA - 23/11/2020

FinovateWest Digital

November 23-25, 2020

PST/UTC-8 Time Zone

Online virtual event

TIME	FUTURE BANKING	FUTURE PAYMENTS	FUTURE SMB FINANCING & COMMUNITY BANKING	FUTURE TECH
8:00AM	<p>8:00am - Monday Networking Opens: 1-to-1 meetings (preschedule or in real time)</p> <p>8:30am - Monday Networking Break 1: 1-to-1 meetings (preschedule or in real time).</p>	<p>8:00am - Monday Networking Opens: 1-to-1 meetings (preschedule or in real time)</p> <p>8:30am - Monday Networking Break 1: 1-to-1 meetings (preschedule or in real time).</p>	<p>8:00am - Monday Networking Opens: 1-to-1 meetings (preschedule or in real time)</p> <p>8:30am - Monday Networking Break 1: 1-to-1 meetings (preschedule or in real time).</p>	<p>8:00am - Monday Networking Opens: 1-to-1 meetings (preschedule or in real time)</p> <p>8:30am - Monday Networking Break 1: 1-to-1 meetings (preschedule or in real time).</p>
9:00AM	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Demo Session 1 - See 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Demo Session 1 - See 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Demo Session 1 - See 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Demo Session 1 - See 6 fast-paced demos from innovators from across the fintech spectrum</p>
10:00AM	<p>10:10am - Monday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>10:40am - Demo Session 2 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>10:10am - Monday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>10:40am - Demo Session 2 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>10:10am - Monday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>10:40am - Demo Session 2 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>10:10am - Monday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>10:40am - Demo Session 2 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>
11:00AM	<p>11:45am - Monday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!</p>	<p>11:45am - Monday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!</p>	<p>11:45am - Monday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!</p>	<p>11:45am - Monday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!</p>
12:00PM	<p>12:15pm - Lunch Break</p>	<p>12:15pm - Lunch Break</p>	<p>12:15pm - Lunch Break</p>	<p>12:15pm - Lunch Break</p>

SCHEDULE

DIGITAL AGENDA - 23/11/2020

FinovateWest Digital

November 23-25, 2020
PST/UTC-8 Time Zone
Online virtual event

TIME	FUTURE BANKING	FUTURE PAYMENTS	FUTURE SMB FINANCING & COMMUNITY BANKING	FUTURE TECH
1:00PM	<p>1:10pm - Vote for your favorite demo for Best of Show</p> <p>1:15pm - Welcome Back From Finovate</p> <p>1:20pm - Keynote Address: Just One Percent In - Learning to Navigate the Next Economy</p> <p>1:50pm - Break</p> <p>1:55pm - Analyst Insight: What's Hot And What's Not In Fintech. How Are We Seeing The Impact Of COVID-19 Taking Hold</p>	<p>1:10pm - Vote for your favorite demo for Best of Show</p> <p>1:15pm - Welcome Back From Finovate</p> <p>1:20pm - Keynote Address: Just One Percent In - Learning to Navigate the Next Economy</p> <p>1:50pm - Break</p> <p>1:55pm - Analyst Insight: What's Hot And What's Not In Fintech. How Are We Seeing The Impact Of COVID-19 Taking Hold</p>	<p>1:10pm - Vote for your favorite demo for Best of Show</p> <p>1:15pm - Welcome Back From Finovate</p> <p>1:20pm - Keynote Address: Just One Percent In - Learning to Navigate the Next Economy</p> <p>1:50pm - Break</p> <p>1:55pm - Analyst Insight: What's Hot And What's Not In Fintech. How Are We Seeing The Impact Of COVID-19 Taking Hold</p>	<p>1:10pm - Vote for your favorite demo for Best of Show</p> <p>1:15pm - Welcome Back From Finovate</p> <p>1:20pm - Keynote Address: Just One Percent In - Learning to Navigate the Next Economy</p> <p>1:50pm - Break</p> <p>1:55pm - Analyst Insight: What's Hot And What's Not In Fintech. How Are We Seeing The Impact Of COVID-19 Taking Hold</p>
2:00PM	<p>2:10pm - Break</p> <p>2:15pm - The 7 Steps to Implementing Machine Learning In Financial Services</p> <p>2:35pm - Monday Networking Break 4: Don't miss the Machine Learning Roundtable With InterSystems or the Q&A Session with Keynote Speaker Nancy Giordano, Strategic Futurist</p>	<p>2:10pm - Break</p> <p>2:15pm - The 7 Steps to Implementing Machine Learning In Financial Services</p> <p>2:35pm - Monday Networking Break 4: Don't miss the Machine Learning Roundtable With InterSystems or the Q&A Session with Keynote Speaker Nancy Giordano, Strategic Futurist</p>	<p>2:10pm - Break</p> <p>2:15pm - The 7 Steps to Implementing Machine Learning In Financial Services</p> <p>2:35pm - Monday Networking Break 4: Don't miss the Machine Learning Roundtable With InterSystems or the Q&A Session with Keynote Speaker Nancy Giordano, Strategic Futurist</p>	<p>2:10pm - Break</p> <p>2:15pm - The 7 Steps to Implementing Machine Learning In Financial Services</p> <p>2:35pm - Monday Networking Break 4: Don't miss the Machine Learning Roundtable With InterSystems or the Q&A Session with Keynote Speaker Nancy Giordano, Strategic Futurist</p>
3:00PM	<p>3:05pm - Opening Remarks From The Chair</p> <p>3:10pm - Keynote Address: Building Customer Centricity Into Your Organization – Integrating UX From The Ground Up</p> <p>3:30pm - Special Address: Innovation At Scale: SWIFT's Strategy To Reinvent Global Transactions</p> <p>3:50pm - Break</p>	<p>3:05pm - Opening Remarks From The Chair</p> <p>3:10pm - Fireside Chat: The Need For Speed: Future-Proofing Your Payments Transformation Post COVID & Driving Towards A Real-Time Payments Reality</p> <p>3:30pm - Special Address: AI and Emerging Tech for An Inclusive Recovery</p> <p>3:50pm - Break</p>	<p>3:05pm - Opening Remarks from The Chair</p> <p>3:10pm - Keynote Address: Digital Banking Revolution - Why It's Vital For Community Banks To Take Ownership Of Their Digital Roadmap</p> <p>3:30pm - Special Address: Harnessing The Cloud To Create More Efficiencies For SMBs In The New Normal</p> <p>3:50pm - Break</p>	<p>3:05pm - Opening Remarks From The Chair</p> <p>3:10pm - Fireside Chat: The Impact Of Blockchain And Decentralized Technology</p> <p>3:30pm - Special Address: Redefining The Approach To Mobile Security In FinTech (And Why It Works)</p> <p>3:50pm - Break</p>

SCHEDULE

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FinovateWest Digital

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TIME	FUTURE BANKING	FUTURE PAYMENTS	FUTURE SMB FINANCING & COMMUNITY BANKING	FUTURE TECH
4:00PM	<p>4:00pm - Power Panel: Reimagining Workforce Effectiveness - Exploring The Changing Skillsets Needed In A Post Pandemic World</p> <p>4:35pm - Monday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p>	<p>4:00pm - Power Panel: How Will COVID 19 Change The Future Of Payments? Will We See The Death Of Cash? Will North America Skip Contactless And Move Straight to Digital Wallets?</p> <p>4:35pm - Monday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p>	<p>4:00pm - Power Panel: Reinventing Community Banking – What Do Community Banks And Credit Unions Need To Do To Survive And Thrive In The New Normal?</p> <p>4:35pm - Monday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p>	<p>4:00pm - Power Panel: Artificial Intelligence - Practical Insights From The Front Line Of Innovation</p> <p>4:35pm - Monday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p>
5:00PM	<p>5:05pm - Monday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>	<p>5:05pm - Monday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>	<p>5:05pm - Monday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>	<p>5:05pm - Monday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>

Tuesday Networking Opens: 1-to-1 meetings (preschedule or in real time)

8:00am - 8:30am

Tuesday Networking Break 1: Meet at the Café: News & Networking with Finovate analysts

8:30am - 9:00am

Welcome From Finovate

9:00am - 9:05am

Participants

Greg Palmer - Vice President, Finovate

Demo Session 3 - Hear 6 fast-paced demos from innovators from across the fintech spectrum

9:05am - 10:10am

Six start-ups and established fintech companies have just 10 minutes to demo their latest solutions live. No slides or video are allowed!

Tuesday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!

10:10am - 10:40am

Q&A and chat led by Finovate with speakers from Fiserv, txtsmarter, Breach Clarity, WealthConductor, DQLabs, and Loyalty and Media Group. Join us just to listen or share thoughts and questions!

Visit sponsor profiles to access assets and request a meeting.

1-to-1 meetings (preschedule or in real time)

Demo Session 4 - Hear 6 fast-paced demos from innovators from across the fintech spectrum

10:40am - 11:45am

Six start-ups and established fintech companies have just 10 minutes to demo their latest solutions live. No slides or video are allowed!

Tuesday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!

11:45am - 12:15pm

Q&A and chat led by Finovate with speakers from Upswot, Finzly, DeepTarget, Revation, Vray and Glance. Join us just to listen or share thoughts and questions!

Visit sponsor profiles to access assets and request a meeting.

1-to-1 meetings (preschedule or in real time)

Lunch Break

12:15pm - 1:10pm

Vote for your favorite demo for Best of Show

1:10pm - 1:15pm

Vote for your favorite demo from Tuesday to win the Best of Show award.

Welcome Back From Finovate

1:15pm - 1:20pm

Participants

Greg Palmer - Vice President, Finovate

In Conversation With: What Do Customers Want - Going Above And Beyond, Unlocking Intelligent Customer Insights, And Creating A CX That Surprises And Delights

1:20pm - 1:50pm

- With there being only so far to compete on price, what creative ways can you add additional services, rewards, personalization, convenience and benefits, to differentiate your offering and deliver the ultimate in intuitive digital customer experience?
- Creating a baseline digital experience that works: what do your customers need and seek, and how can you personalize your offerings to deliver the ultimate value proposition and avoid the generic?
- Thinking ahead, whilst reflecting on how the landscape has shifted post-COVID-19: How to build something today that will work and grow with you and your customer in the future, and integrating this digital transformation seamlessly across all channels.
- Delivering exceptional CX throughout the customer lifecycle, and incorporating customer centricity across your organization.
- Harnessing data science and technology to get inside your customers' heads and determine what features and benefits they are looking for.
- Ensuring your values align with those of your customers, in an age where purchasing choices are increasingly driven by authenticity and purpose, and where their goals and values may have changed irrevocably in the aftermath of the pandemic.

Participants

Moderator: David Penn - Research Analyst, Finovate

Sunil Dixit - Managing Director, BBVA

Jeremy Balkin - Head of Innovation, HSBC

Break

1:50pm - 1:55pm

Special Address: An Insider's Look at the FinTech Boom in Latin America: Driving towards Financial Inclusion, Job Creation and GDP Growth

1:55pm - 2:15pm

In this speaking session, Oyster Financial CEO and co-founder Vilash Poovala will highlight the economic, societal and technological forces behind the rapid evolution of Latin America's booming fintech sector that has only accelerated further since the global pandemic struck in early 2020. Driven by the open banking movement and an urgent need to quickly digitize and move financial services online for a broad swath of business types, the race to innovate around new fintech business models promises to boost financial inclusion, jobs and GDP growth in Mexico during the months ahead. Session attendees will benefit from Poovala's broad perspective and deep expertise as a fintech pioneer in emerging markets.

Participants

Vilash Poovala - CEO & Co-Founder, Oyster Financial

Tuesday Networking Break 4: Don't Miss The Virtual Meetup on Digital Strategy: 6 Trends Shaping The FinServ Landscape with Glance (2.15-2.45)

2:15pm - 3:10pm

Just having a digital app used to be good enough. Not any more. Financial leaders must deliver exceptional digital & mobile CX to continue to win and retain customers. Join this meetup to learn how FinServ leaders are crafting their digital strategy to succeed in disrupted and commoditized markets, to satisfy relentless customer demand for a better CX, and to add human expertise and empathy to digital customer engagements.

Participants

John Herzog - Digital CX Business Development Director, Glance

Opening Remarks From The Chair

3:10pm - 3:15pm
Future Banking

Participants

David Penn - Research Analyst, Finovate

Opening Remarks From The Chair

3:10pm - 3:15pm
Future Payments

Participants

Greg Palmer - Vice President, Finovate

Opening Remarks From The Chair

3:10pm - 3:15pm
Future Lending

Participants

Louise Beaumont - Chair, Smart Data, Open Banking & Payments Working Groups, Tech UK

Opening Remarks From The Chair

3:10pm - 3:15pm
Future Tech

Participants

Theodora Lau - Founder, Unconventional Ventures

Power Panel: Customer Insight - Working To Secure Customers' Financial Futures In An Uncertain Post-COVID-19 World

3:15pm - 3:50pm
Future Banking

- Exploring how new product offerings and technologies can benefit both your customers and your business, with solutions that work for all.
- Determining how to deliver better financial products for the likes of senior citizens, gen Z, and gig economy workers.
- More relevant, differentiated products to enable customers to live their fullest and best financial lives in an age of uncertainty.

Participants

Moderator: Mark Schwanhauser - Director of Digital Banking, Javelin Strategy & Research

Paul Knodel - CEO and Managing Director, Raisin

Anu Shultes - CEO, LendUp

Joe Ziemer - Vice President of Communications & Policy, Betterment

Power Panel: Shifting The Goalposts - APIs And Open Banking: The Dawn Of Truly Customer-Focused Mobile Payments

3:15pm - 3:50pm
Future Payments

Exploring how APIs will allow for a more proactive mobile payments experience: from rewards, engagement, transparency

Adding services, adding value: what new avenues are opening up for your mobile payments offering

Exceeding customer needs and delivering all-encompassing, better-functioning, more valuable mobile payments.

Moving to data-centric services: how to enact this change and where best to invest in the technologies that can get you there.

Participants

Imran Haider - Executive Vice President, Head of Wells Fargo's Open API Channel, Wells Fargo

Eyal Sivan - Head of Open Banking, Axway

Dinesh Katyal - Director of Product, Financial Data Exchange

Susan French - SVP & Head of Product And Client Operations, BBVA Open Platform

Kelly Switt - Global Senior Director, Financial Services Strategy and Strategic Partnerships, Red Hat

Moderator: Greg Palmer - Vice President, Finovate

Power Panel: Lending 2.0 - What Are The Problems That Need To Be Solved For Consumers & SMEs In The New COVID 19 World?

3:15pm - 3:50pm
Future Lending

- Access to capital in new COVID world
- Experience - Role of technology in credit and product fulfillment
- Changing demands of consumers and SME's - i.e. demand for end to end digital journey, no paper, no branch visit
- Automating general pain points for SME's

Participants

Mark Ruddock - CEO, BFS Capital

Amar Ahluwalia - Vice-President, Corporate Development & Partnerships, Coast Capital

Alberto Silva - SVP, Head of Product for Lending, Capital One Commercial Bank

Moderator: Louise Beaumont - Chair, Smart Data, Open Banking & Payments Working Groups, Tech UK

Power Panel: CX Use Cases - How Does Technology Enable Us To Deliver Customer Delight?

3:15pm - 3:50pm
Future Tech

- Unpacking how to enable personalization using ML and AI
- Assessing how to use mobile technologies to deliver the final extra mile of delight, and what is possible now in a way that wasn't five years ago
- Getting to the bottom of behavioral analysis and really understand how customers are experiencing the products.
- What the future holds: looking ahead to advances in and applications of AI.

Participants

Moderator: Theodora Lau - Founder, Unconventional Ventures

Vinod Paniker - VP, Product Management & Silicon Valley Site Lead, Prudential

Jill Castilla - President & CEO, Citizens Bank of Edmond

Matt Gillin - CEO, Relay Network

Norman Buchanan - First Vice President of Design & Transformation, Alliant Credit Union

Keynote Address: The Digital Journey – Designing New Digital And Human Experiences To Reach Changing Customers

3:50pm - 4:10pm
Future Banking

Evolving the digital relationship with your customer in a way that keeps them engaged.

What does your optimal digital journey, and your customer's, look like, and how do you get there?

5 ways you can deliver a "one bank" experience to your customers through innovative fintech

Privacy, trust, depth and engagement: Becoming central to our customers with mobile technology

How to transform your customer experience to include digital and human interactions

Participants

Tim Welsh - Vice Chairman, Consumer and Business Banking, U.S. Bank

Keynote Address: Payments Rewards - The Changing Scope Of Incentives

3:50pm - 4:10pm
Future Payments

The critical importance of convenience, speed and personalization in redeeming and receiving rewards: what works and what doesn't?

Combining rewards with data sharing, to learn more about your customers and deliver more relevant incentives

What does the next generation of payments rewards look like, and how can partnerships and technology play a role in ensuring you stay one step ahead?

Participants

Sarah Phelps - Senior Vice President of Cards, Retail, and Merchant Services, Wells Fargo

Fireside Chat With A Leading FinTech: Why The Lending Market Is Ripe For Disruption

3:50pm - 4:10pm
Future Lending

Lending models were changing dramatically pre COVID and the pandemic has accelerated the transformation of digital lending - cited as a \$1 trillion opportunity over the next five years.

Changing consumer behaviour; new technology; data analytics; innovations in operating models and a more benign regulatory environment are all driving huge market growth. And whilst fintechs may have started the revolution, incumbents are now joining the race.

Participants

Interviewer: Louise Beaumont - Chair, Smart Data, Open Banking & Payments Working Groups, Tech UK

Tom Burnside - CEO & Co-Founder, LendingPoint

Keynote Address: Disruption 101 – What Can You Learn From Disruptors & How They Are Embracing New Technologies To Future Proof Your Business?

3:50pm - 4:10pm
Future Tech

- Determining what makes a successful disruptor, and using technology in intelligent ways to differentiate product offerings
- What traits, technologies and strategies can you take from Trov's work to make your organization more resilient to disruption and to become more agile and receptive?
- How can you embrace technological change and integrate the disruptors' mindset to future-proof your business?

Participants

Jeff Berezny - SVP, General Manager Enterprise Applications, Trov

Break

4:10pm - 4:20pm
Future Banking

Break

4:10pm - 4:20pm
Future Payments

Break

4:10pm - 4:20pm
Future Lending

Break

4:10pm - 4:20pm
Future Tech

Power Panel: Shifting The Goalposts – Are We Entering The Age Of The Neobanks?

4:20pm - 4:55pm
Future Banking

Exploring how the new wave of challenger, digital neobanks are revolutionizing our world, and responding to the pandemic in innovative ways.

Unpicking the customer-obsessive mindset, and building convenience into products

Keeping the customer front and center, in order to serve the new needs of new customer bases and meet their financial goals.

Participants

Colin Walsh - CEO, Varo Money

Stuart Sopp - CEO and Founder, Current

Archie Ravishankar - Founder & CEO, Cogni

Ron Oliveira - US CEO, Revolut

Moderator: Steven Ramirez - CEO, Beyond the Arc

Power Panel: Delivering The Future Of Payments – Harnessing Fintech, Payments Providers And Banking Partnerships

4:20pm - 4:55pm
Future Payments

Identifying key instances of successful collaboration in the payments context, and how best to work together to deliver the next generation of your payments transformation.

Partnerships as the future of disruption in payments: ensuring you are on the inside of the revolution looking out.

The blurring of the boundaries between payments merchants, networks and fintechs, and the implications for the future of payments offerings.

Participants

Moderator: Talie Baker - Senior Analyst, Retail Banking & Payments, Aite Group

Marco Mahrus - SVP Business Development, Brex

Chris Noe - Head of Treasury Management Product Innovation and Partnerships, Wells Fargo

Robin Garrison - Compliance Program Manager, Rize

Yasmin Ulrich - Leader, Partnership Strategic Insights, Western Union

Power Panel: Where Are The Opportunities For Incumbents & Start-Ups In The New Normal? Are Strategic Partnerships Ever More Important For Incumbents?

4:20pm - 4:55pm
Future Lending

Opportunities in the new normal

Increased acceptance of digitisation in lending: an opportunity for digital-first lenders

Government-back lending schemes: an opportunity for both incumbents and start-ups

Leveraging open banking/AI for more effective underwriting: an area where partnerships can be particularly powerful for incumbents

Participants

Moderator: Louise Beaumont - Chair, Smart Data, Open Banking & Payments Working Groups, Tech UK

Neil Kahrim - Director of Growth & Operations, OakNorth

Kathy Strasser - EVP, Chief Operating Officer, IncredibleBank

Alison Harwood - Head of London Branch, Varengold Bank

Power Panel: Utilizing Data In New And Intelligent Ways

4:20pm - 4:55pm
Future Tech

- Harnessing alternative data sources and making the most for your data, in order to create additional services and benefits.
- Unlocking a data strategy that works for you and your customers, using AI and ML, and using customer intelligence in new and exciting ways.
- Unlocking the value of your data: marrying new technologies with the underlying data power needed to maximize the opportunities available.

Participants

Moderator: Theodora Lau - Founder, Unconventional Ventures

Sean Harper - CEO, Kin Insurance

Steve Pretre - Partner, World Innovation Lab

Raif Barbaros - CTO, BFS Capital

Matt Grossberg - Founder & CEO, ISC

Tuesday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)

4:55pm - 5:25pm

Tuesday Networking Continues: 1-to-1 meetings (preschedule or in real time)

5:25pm - 6:00pm

SCHEDULE

DIGITAL AGENDA - 24/11/2020

FinovateWest Digital

November 23-25, 2020

PST/UTC-8 Time Zone

Online virtual event

TIME	FUTURE BANKING	FUTURE LENDING	FUTURE PAYMENTS	FUTURE TECH
8:00AM	<p>8:00am - Tuesday Networking Opens: 1-to-1 meetings (preschedule or in real time)</p> <p>8:30am - Tuesday Networking Break 1: Meet at the Café: News & Networking with Finovate analysts</p>	<p>8:00am - Tuesday Networking Opens: 1-to-1 meetings (preschedule or in real time)</p> <p>8:30am - Tuesday Networking Break 1: Meet at the Café: News & Networking with Finovate analysts</p>	<p>8:00am - Tuesday Networking Opens: 1-to-1 meetings (preschedule or in real time)</p> <p>8:30am - Tuesday Networking Break 1: Meet at the Café: News & Networking with Finovate analysts</p>	<p>8:00am - Tuesday Networking Opens: 1-to-1 meetings (preschedule or in real time)</p> <p>8:30am - Tuesday Networking Break 1: Meet at the Café: News & Networking with Finovate analysts</p>
9:00AM	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Demo Session 3 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Demo Session 3 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Demo Session 3 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Demo Session 3 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>
10:00AM	<p>10:10am - Tuesday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>10:40am - Demo Session 4 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>10:10am - Tuesday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>10:40am - Demo Session 4 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>10:10am - Tuesday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>10:40am - Demo Session 4 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>	<p>10:10am - Tuesday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>10:40am - Demo Session 4 - Hear 6 fast-paced demos from innovators from across the fintech spectrum</p>
11:00AM	<p>11:45am - Tuesday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!</p>	<p>11:45am - Tuesday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!</p>	<p>11:45am - Tuesday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!</p>	<p>11:45am - Tuesday Networking Break 3: Demo speakers answer questions & chat with Finovate -- join us!</p>
12:00PM	<p>12:15pm - Lunch Break</p>	<p>12:15pm - Lunch Break</p>	<p>12:15pm - Lunch Break</p>	<p>12:15pm - Lunch Break</p>

SCHEDULE

DIGITAL AGENDA - 24/11/2020

FinovateWest Digital

November 23-25, 2020

PST/UTC-8 Time Zone

Online virtual event

TIME	FUTURE BANKING	FUTURE LENDING	FUTURE PAYMENTS	FUTURE TECH
1:00PM	<p>1:10pm - Vote for your favorite demo for Best of Show</p> <p>1:15pm - Welcome Back From Finovate</p> <p>1:20pm - In Conversation With: What Do Customers Want - Going Above And Beyond, Unlocking Intelligent Customer Insights, And Creating A CX That Surprises And Delights</p> <p>1:50pm - Break</p> <p>1:55pm - Special Address: An Insider's Look at the FinTech Boom in Latin America: Driving towards Financial Inclusion, Job Creation and GDP Growth</p>	<p>1:10pm - Vote for your favorite demo for Best of Show</p> <p>1:15pm - Welcome Back From Finovate</p> <p>1:20pm - In Conversation With: What Do Customers Want - Going Above And Beyond, Unlocking Intelligent Customer Insights, And Creating A CX That Surprises And Delights</p> <p>1:50pm - Break</p> <p>1:55pm - Special Address: An Insider's Look at the FinTech Boom in Latin America: Driving towards Financial Inclusion, Job Creation and GDP Growth</p>	<p>1:10pm - Vote for your favorite demo for Best of Show</p> <p>1:15pm - Welcome Back From Finovate</p> <p>1:20pm - In Conversation With: What Do Customers Want - Going Above And Beyond, Unlocking Intelligent Customer Insights, And Creating A CX That Surprises And Delights</p> <p>1:50pm - Break</p> <p>1:55pm - Special Address: An Insider's Look at the FinTech Boom in Latin America: Driving towards Financial Inclusion, Job Creation and GDP Growth</p>	<p>1:10pm - Vote for your favorite demo for Best of Show</p> <p>1:15pm - Welcome Back From Finovate</p> <p>1:20pm - In Conversation With: What Do Customers Want - Going Above And Beyond, Unlocking Intelligent Customer Insights, And Creating A CX That Surprises And Delights</p> <p>1:50pm - Break</p> <p>1:55pm - Special Address: An Insider's Look at the FinTech Boom in Latin America: Driving towards Financial Inclusion, Job Creation and GDP Growth</p>
2:00PM	<p>2:15pm - Tuesday Networking Break 4: Don't Miss The Virtual Meetup on Digital Strategy: 6 Trends Shaping The FinServ Landscape with Glance (2.15-2.45)</p>	<p>2:15pm - Tuesday Networking Break 4: Don't Miss The Virtual Meetup on Digital Strategy: 6 Trends Shaping The FinServ Landscape with Glance (2.15-2.45)</p>	<p>2:15pm - Tuesday Networking Break 4: Don't Miss The Virtual Meetup on Digital Strategy: 6 Trends Shaping The FinServ Landscape with Glance (2.15-2.45)</p>	<p>2:15pm - Tuesday Networking Break 4: Don't Miss The Virtual Meetup on Digital Strategy: 6 Trends Shaping The FinServ Landscape with Glance (2.15-2.45)</p>
3:00PM	<p>3:10pm - Opening Remarks From The Chair</p> <p>3:15pm - Power Panel: Customer Insight - Working To Secure Customers' Financial Futures In An Uncertain Post-COVID-19 World</p> <p>3:50pm - Keynote Address: The Digital Journey – Designing New Digital And Human Experiences To Reach Changing Customers</p>	<p>3:10pm - Opening Remarks From The Chair</p> <p>3:15pm - Power Panel: Lending 2.0 - What Are The Problems That Need To Be Solved For Consumers & SMEs In The New COVID 19 World?</p> <p>3:50pm - Fireside Chat With A Leading FinTech: Why The Lending Market Is Ripe For Disruption</p>	<p>3:10pm - Opening Remarks From The Chair</p> <p>3:15pm - Power Panel: Shifting The Goalposts - APIs And Open Banking: The Dawn Of Truly Customer-Focused Mobile Payments</p> <p>3:50pm - Keynote Address: Payments Rewards - The Changing Scope Of Incentives</p>	<p>3:10pm - Opening Remarks From The Chair</p> <p>3:15pm - Power Panel: CX Use Cases - How Does Technology Enable Us To Deliver Customer Delight?</p> <p>3:50pm - Keynote Address: Disruption 101 – What Can You Learn From Disruptors & How They Are Embracing New Technologies To Future Proof Your Business?</p>

SCHEDULE

DIGITAL AGENDA - 24/11/2020

FinovateWest Digital

November 23-25, 2020

PST/UTC-8 Time Zone

Online virtual event

TIME	FUTURE BANKING	FUTURE LENDING	FUTURE PAYMENTS	FUTURE TECH
4:00PM	<p>4:10pm - Break</p> <p>4:20pm - Power Panel: Shifting The Goalposts – Are We Entering The Age Of The Neobanks?</p> <p>4:55pm - Tuesday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p>	<p>4:10pm - Break</p> <p>4:20pm - Power Panel: Where Are The Opportunities For Incumbents & Start-Ups In The New Normal? Are Strategic Partnerships Ever More Important For Incumbents?</p> <p>4:55pm - Tuesday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p>	<p>4:10pm - Break</p> <p>4:20pm - Power Panel: Delivering The Future Of Payments – Harnessing Fintech, Payments Providers And Banking Partnerships</p> <p>4:55pm - Tuesday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p>	<p>4:10pm - Break</p> <p>4:20pm - Power Panel: Utilizing Data In New And Intelligent Ways</p> <p>4:55pm - Tuesday Networking Break 5: Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p>
5:00PM	<p>5:25pm - Tuesday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>	<p>5:25pm - Tuesday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>	<p>5:25pm - Tuesday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>	<p>5:25pm - Tuesday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>

Wednesday Networking Opens: 1-to-1 meetings (preschedule or in real time)

8:00am - 8:30am

Wednesday Networking Break 1. Meet at the Café: News & Networking with Finovate analysts

8:30am - 9:00am

Welcome From Finovate

9:00am - 9:05am

Participants

Greg Palmer - Vice President, Finovate

Investor All Stars: A Bird's Eye View Of The Trends You Need To Be Aware Of, And The Availability Of Capital Post-COVID-19

9:05am - 9:40am

- What are the trends in funding and where are investments being made - Following the flow of the money and how it has shifted in response to the pandemic.
- Identifying the next unicorns and profitable startups: Where have bubbles burst, and which areas are seeing the biggest levels of investment?
- What every start-up needs to know about winning investment, successful marketing, driving growth and building productive partnerships.

Participants

Joel Brightfield - Principal, SixThirty

Isabelle Freidheim - Co-Founder and Managing Partner, Starwood VC

Arvind Purushotham - Global Head, Venture Investing, Citi Ventures

Greg Shepard - Founder & CEO, BOSS Capital Partners

Moderator: Ansaf Kareem - Partner, Lightspeed Venture Partners

Break

9:40am - 9:45am

Mentoring All Stars: What Every Start-up Needs To Know About Winning Investment, Successful Marketing, Driving Growth & Building Productive Partnerships

9:45am - 10:20am

Key issues every start-up should consider at the start of their journey

What are investors looking for in terms of vision, long term strategy and team?

What are the challenges in building successful partnerships and how can they be overcome?

Participants

Diana Paredes - CEO & Co-Founder, Suade Labs

Andrew Steele - Investor, Activant Capital

Deborah Webster - Founder & CEO, AMANI CIRCLE

Chisom Uche - Senior Associate, SixThirty

Mike Vostrizansky - Principal, FTV Capital

Kyle Lui - Partner, DCM

Moderator: Greg Palmer - Vice President, Finovate

Demo Session 5 - Hear 6 fast-paced demos from innovators from across the fintech spectrum

10:20am - 11:20am

Six start-ups and established fintech companies have just 10 minutes to demo their latest solutions live. No slides or video are allowed!

Wednesday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!

11:20am - 11:45am

Q&A and chat led by Finovate with speakers from Interface, JUDI.AI, Facepoint, and others. Join us just to listen or share thoughts and questions!

Visit sponsor profiles to access assets and request a meeting.

1-to-1 meetings (preschedule or in real time)

Vote for your favorite demo for Best of Show

11:45am - 11:50am

Vote for your favorite demo from Wednesday to win the Best of Show award.

Opening Remarks From The Chair

11:50am - 11:55am
Future Banking

Participants

David Penn - Research Analyst, Finovate

Opening Remarks From The Chair

11:50am - 11:55am
Future Payments

Participants

Greg Palmer - Vice President, Finovate

Opening Remarks From The Chair

11:50am - 11:55am
Future Tech

Participants

Julie Muhn - Senior Research Analyst, The Finovate Group and FinDEVr

Keynote Address: Embracing Open Banking - How To Successfully Extend Your Reach To Meet The Digital Demands Of The 21st Century

11:55am - 12:15pm
Future Banking

- Understanding the growing impact of open banking around the world and the urgent need to embrace its rise.
- Exploring the optimal architecture on which to implement open banking to ensure future-readiness.
- Discovering the new business models made possible by open banking and evaluating which will succeed.

Participants

Eyal Sivan - Head of Open Banking, Axway

Keynote Address: Harnessing Technology For Seamless International Payments – Case Studies Of Success

11:55am - 12:15pm
Future Payments

Identifying and implementing technologies to meet the needs of sophisticated clients in the technology sector.

Appreciating the unique needs of clients and putting processes in place to exceed client expectations.

Leveraging company trust, payments infrastructure and internal collaboration for best results.

Participants

Carolyn Criscitiello - Head of Digital Payments, Retail Banking and Wealth Management Group, HSBC

Keynote Address: Making An Impact Through Iterative UX Design

11:55am - 12:15pm
Future Tech

- Balancing the human and robo to find the optimal hybrid approach, with the best of both worlds
- What we have learned from the various initiatives to date, and exploring when we will reach a tipping point to successful implementation
- Differentiating offerings and using technology in intelligent ways, to stand out.

Participants

Brice Stokes - Director of User Experience Design, Charles Schwab Digital Services

Break

12:15pm - 12:25pm
Future Banking

Break

12:15pm - 12:25pm
Future Payments

Break

12:15pm - 12:25pm
Future Tech

Power Panel: Leveraging Partnerships To Spearhead Innovation In A Post Pandemic World

12:25pm - 1:00pm
Future Banking

Strategies to overcome the challenges of collaboration and driving innovation internally.

From partnerships to acquisitions to incubating: Making onboarding more straightforward and adjusting to the changing nature of collaboration.

Leveraging relationships, expertise and capabilities for mutual benefit, and to meet radically-changed customer needs.

Exploring the forces shaping a more collaborative financial world, including open banking.

Success in collaboration with startups, and the tools of progress.

Participants

Moderator: Sam Kilmer - Senior Director, Cornerstone Advisors

Boris Pluskowski - Head of New Ventures, Silicon Valley Bank

Braden More - EVP, Head of Partnerships & Industry Relations, Wells Fargo

Matthieu Soulé - Head of C.Lab Americas, BNP Paribas

Simone Vroegop - Head of Strategic Planning, Investor Services Europe & Asia, BBH

Power Panel: Rethinking Monetizing Payments And Focusing On New Technologies To Meet Customers' Present And Future Payments Needs In The New World

12:25pm - 1:00pm
Future Payments

Exploring the shift needed, as profit margins continue to decline and with new entrants delivering payments at a lower and lower cost.

Refocusing on how technology can add, refine and customize offerings to meet underpinning customer needs in a post-pandemic landscape.

Harnessing technology to improve efficiency, speed and ease of payments.

Participants

Jai Sajani - Principal, Fintech & Technology, New Enterprise Associates

Vivek Krishnamurthy - Principal, Commerce Ventures

Mark Solovy - Managing Director – Co-Head, Technology Finance Group, Monroe Capital

Moderator: Angela Conti - Senior Vice President & Head of Consumer Payments, TD Bank

Power Panel: Chatbots And Customer Service. Were Chatbots Ready For The COVID Challenge? How Can Chatbots Be Developed To Provide The Level Of Customer Service Needed Now?

12:25pm - 1:00pm
Future Tech

With chatbot technology having now firmly moved beyond the hype to real implementation, explore case studies of success, and the concrete moves to enhance customer service.

Freeing up human time in new and exciting ways for higher-level client interactions - combining chatbots with the human touch for a cohesive end-to-end customer experience.

Participants

Moderator: Rudolf Falat - Founder, Voice of Fintech

Pascal Hoffmann - SVP Commercial Banking Strategy, Wells Fargo

Colin Boone - Vice President Digital Experience, Royal Credit Union

Karen Page - General Partner, B Capital

Demo Best Of Show Ceremony

1:00pm - 1:10pm

SESSIONS

DIGITAL AGENDA - 25/11/2020

FinovateWest Digital

November 23-25, 2020

PST/UTC-8 Time Zone

Online virtual event

Wednesday Networking Break 3. Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)

1:10pm - 1:40pm

Wednesday Networking Continues: 1-to-1 meetings (preschedule or in real time)

1:40pm - 6:00pm

SCHEDULE

DIGITAL AGENDA - 25/11/2020

FinovateWest Digital

November 23-25, 2020

PST/UTC-8 Time Zone

Online virtual event

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9:00AM	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Investor All Stars: A Bird's Eye View Of The Trends You Need To Be Aware Of, And The Availability Of Capital Post-COVID-19</p> <p>9:40am - Break</p> <p>9:45am - Mentoring All Stars: What Every Start-up Needs To Know About Winning Investment, Successful Marketing, Driving Growth & Building Productive Partnerships</p>	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Investor All Stars: A Bird's Eye View Of The Trends You Need To Be Aware Of, And The Availability Of Capital Post-COVID-19</p> <p>9:40am - Break</p> <p>9:45am - Mentoring All Stars: What Every Start-up Needs To Know About Winning Investment, Successful Marketing, Driving Growth & Building Productive Partnerships</p>	<p>9:00am - Welcome From Finovate</p> <p>9:05am - Investor All Stars: A Bird's Eye View Of The Trends You Need To Be Aware Of, And The Availability Of Capital Post-COVID-19</p> <p>9:40am - Break</p> <p>9:45am - Mentoring All Stars: What Every Start-up Needs To Know About Winning Investment, Successful Marketing, Driving Growth & Building Productive Partnerships</p>
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11:00AM	<p>11:20am - Wednesday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>11:45am - Vote for your favorite demo for Best of Show</p> <p>11:50am - Opening Remarks From The Chair</p> <p>11:55am - Keynote Address: Embracing Open Banking - How To Successfully Extend Your Reach To Meet The Digital Demands Of The 21st Century</p>	<p>11:20am - Wednesday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>11:45am - Vote for your favorite demo for Best of Show</p> <p>11:50am - Opening Remarks From The Chair</p> <p>11:55am - Keynote Address: Harnessing Technology For Seamless International Payments – Case Studies Of Success</p>	<p>11:20am - Wednesday Networking Break 2: Demo speakers answer questions & chat with Finovate -- join us!</p> <p>11:45am - Vote for your favorite demo for Best of Show</p> <p>11:50am - Opening Remarks From The Chair</p> <p>11:55am - Keynote Address: Making An Impact Through Iterative UX Design</p>
12:00PM	<p>12:15pm - Break</p> <p>12:25pm - Power Panel: Leveraging Partnerships To Spearhead Innovation In A Post Pandemic World</p>	<p>12:15pm - Break</p> <p>12:25pm - Power Panel: Rethinking Monetizing Payments And Focusing On New Technologies To Meet Customers' Present And Future Payments Needs In The New World</p>	<p>12:15pm - Break</p> <p>12:25pm - Power Panel: Chatbots And Customer Service. Were Chatbots Ready For The COVID Challenge? How Can Chatbots Be Developed To Provide The Level Of Customer Service Needed Now?</p>
1:00PM	<p>1:00pm - Demo Best Of Show Ceremony</p> <p>1:10pm - Wednesday Networking Break 3. Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p> <p>1:40pm - Wednesday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>	<p>1:00pm - Demo Best Of Show Ceremony</p> <p>1:10pm - Wednesday Networking Break 3. Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p> <p>1:40pm - Wednesday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>	<p>1:00pm - Demo Best Of Show Ceremony</p> <p>1:10pm - Wednesday Networking Break 3. Visit sponsor profiles to access assets and request a meeting. 1-to-1 meetings (preschedule or in real time)</p> <p>1:40pm - Wednesday Networking Continues: 1-to-1 meetings (preschedule or in real time)</p>