



SME FINANCE
FORUM

- ACCELERATING FINANCE FOR BUSINESSES -

Global SME Finance Forum 2017 - Berlin, 1-3 November
Digitization of SME Finance

Venue: InterContinental Berlin, Budapester Str. 2, 10787 Berlin, Germany

Date and time	Key theme and topics	Location
01 November		
08:00 – 18:00	Registration opens	Hotel lobby
Morning	Study Visits	Hotel lobby
	<ul style="list-style-type: none"> • AccessHolding • Bitbond • Deutsche Bank • Deutsche Bank Labs Berlin • Fidor Bank • Funding Circle • Kontist • Mambu • Mobisol • Raisin • Spotcap • SumUp 	
16:00 – 18:00	SME Finance Forum Member Meeting (by invitation only)	Charlottenburg I and II
18:00 – 20:00	Cocktail Welcome Reception (open to all participants)	Hotel Restaurant - Hugos South
02 November		
8:00 – 8:45	Registration	Conference Foyer – The Wintergarten
8:45 – 9:15	Welcome Remarks	Conference Hall - The Pavilion
	<ul style="list-style-type: none"> • IFC Representative • Germany G20 Representative 	
9:15 – 9:45	SME Finance: A Priority for G20/GPFI	Conference Hall - The Pavilion
	<ul style="list-style-type: none"> • Natascha Beinker, GPFI Chair • Jake Hess, Research Analyst, World Bank 	
9:45 – 10:15	Keynote: The Digitization of Payments and Innovation in SME Finance Carlos J. Menendez, President, Enterprise Partnerships for Mastercard	Conference Hall - The Pavilion
10:15 – 10:45	Networking Break	Conference Foyer – The Wintergarten
10:45 – 12:00	The Next Frontier in SME Banking <i>Highlighting innovative developments, trends, & industry recommendations for banks and fintechs to leverage digital banking to serve MSMEs.</i> Moderator: Qamar Saleem, Senior SME Banking Specialist, IFC	Conference Hall - The Pavilion

12:00 – 13:00	<ul style="list-style-type: none"> • Rajeev Chalisgaonkar, Global Head Business Banking, Standard Chartered Bank • Esra Kivrak, SVP SME Banking and Marketing, Garanti Bank • Matias Nunez, SMEs Executive Director, Banco Santander México <p>Debate: Will Robots Replace Bankers as the Best Advisors for SMEs? <i>What are the advantages of robots as SME advisors and what is the next phase in bot/AI technology to revolutionize SME lending?</i></p> <p>Moderator: Silvia Pavoni, Economics Editor, The Banker</p> <ul style="list-style-type: none"> • Slavoljub Dordevic, Head of Consumer and Small Business Banking, Raiffeisen Bank International • Pau Velando, General Manager, Strands • Bing Xiao, Senior Vice President, Wells Fargo 	Conference Hall - The Pavilion
13:00 – 14:00	Lunch	Conference Foyer – The Wintergarten
14:00 – 14:30	<p>How the Fintech Revolution is Transforming SME Lending</p> <ul style="list-style-type: none"> • Anju Patwardhan, Senior Partner, CreditEase Fintech Fund 	Conference Hall - The Pavilion
14:30 – 15:30	<p>Fintech Demos</p> <ul style="list-style-type: none"> • Chekk • Crowdfcredit • DASHU • Finvoice • Mambu • Novo • OpenCBS 	Conference Hall - The Pavilion
15:30 – 16:00	Networking Break	Conference Foyer – The Wintergarten
16:00 – 16:45	<p>Vision 2022: Investment Outlook in SME Finance</p> <ul style="list-style-type: none"> • Sharmila Hardi, Senior Manager Financial Institutions Group, IFC • Roger Havenith, Deputy Chief Executive, European Investment Fund 	Conference Hall - The Pavilion
16:45 – 18:30	B2B Marketplace	Charlottenburg I and II
19:00 – 21:00	<p>Dinner & Award Ceremony BBVA Open Talent 2017 and SME Finance Forum Member Awards</p> <ul style="list-style-type: none"> • Hans Docter, Director for Sustainable Economic Development, Netherlands Ministry of Foreign Affairs (TBC) 	Conference Hall - The Pavilion
03 November		
8:45 – 9:15	<p>Keynote on Financial Innovation in SME Finance</p> <ul style="list-style-type: none"> • Guga Stocco, Co-Founder, Koolen & Partners and Digital Bank Advisor, Banco Original 	Conference Hall – The Pavilion
9:15 – 10:15	<p>Panel: Driving Growth & Profitability in SME Finance <i>How can financial institutions drive profit and growth in the digital era as customers' demands change and competition increases?</i></p> <p>Moderator: TBC</p> <ul style="list-style-type: none"> • Isaac Awuondo, CEO, Commercial Bank of Africa • Dirk Elsen, Director Emerging Markets, Triodos Investment Management • Lesley Lawrence, Senior Vice President, Business Development Bank of Canada 	Conference Hall – The Pavilion

<p>10:15 – 10:45</p> <p>10:45 – 12:00</p>	<ul style="list-style-type: none"> • Luca Pagetti, Head of Innovation for Corporate and SMEs, Intesa Sanpaolo • Murali Ramakrishnan, Senior General Manager and Business Head of the SME Group, ICICI Bank <p>Networking Break</p> <p>Concurrent Breakout Sessions:</p> <p>SME Credit Risk Management and Collection Strategies <i>What are some innovative tools for improving credit risk and best practice strategies from around the globe?</i> Moderator: Wendy Teleki, Head of SME Finance, IFC</p> <ul style="list-style-type: none"> • Syed Abdul Momen, Head of SME Banking, BRAC Bank • Bruce Brenkus, CRO, Spotcap • Patrick Reily, CEO, Verde International <p>SME Product Innovations of the Future <i>What are the newest product innovations that will change the future of SME lending?</i> Moderator: Arnaud Ventura, Founder & CEO, MicroCred Group</p> <ul style="list-style-type: none"> • Raja Debnath, Global SME Banking Advisory Services Specialist, IFC • Monti Giada, Head of Finance for Innovation, Intesa Sanpaolo • Balaz Topos, SME Product & Segment leader, Raiffeisen Bank International <p>Workshop – Sales Management in the Era of Digital Banking <i>What sales models work best in today’s new multi-channel set up? How can you build an activity-management based “sales machine”?</i></p> <ul style="list-style-type: none"> • Sandy Vaci, MD, Bay Devonshire Ltd <p>Workshop – Business Analytics: Using Big Data to Optimize Decisions and Performance <i>By embracing the opportunities of big data and analytics, business intelligence can help banks reach new customers, provide more personalized service, improve profitability and reduce risk.</i></p> <ul style="list-style-type: none"> • Leandro Guerra, Data Science Manager, Experian EMEA 	<p>Conference Foyer – The Wintergarten</p> <p>Charlottenburg I</p> <p>Charlottenburg II</p> <p>Charlottenburg III</p> <p>Kopenick 1+2</p>
<p>12:00 – 13:00</p>	<p>Lunch</p>	<p>Conference Foyer – The Wintergarten</p>
<p>13:00 – 14:15</p>	<p>Panel: Managing Fraud & Cybersecurity in SME Finance <i>How can lenders redefine their infrastructure, policies and controls in the age of digital banking and greater vulnerability to financial losses, theft of intellectual property and operational disruption?</i> Moderator: Jack Aldane, Editor, Development Finance</p> <ul style="list-style-type: none"> • Ravi Aurora, Senior Vice President and Group Head, Global Community Relations, MasterCard • Suresh Ramamurthi, Chairman and Chief Technology Officer, CBW Bank • Valentin Stalf, Founder and CEO, N26 • Jerry Zhou, Chairman & CEO, ChinaPnR 	<p>Conference Hall - The Pavilion</p>

14:15 – 14:45	Networking Break	Conference Foyer – The Wintergarten
14:45 – 16:00	<p>Concurrent Breakout Sessions:</p> <p>Disruptive Innovation: Blockchain and the Transformation of SME Finance <i>Blockchain has made financial transactions faster, cheaper, more secure and transparent. What are the different areas of SME lending where this technology is being used?</i></p> <p>Moderator: Matthew Saal, Head of Digital Finance, IFC</p> <ul style="list-style-type: none"> • Omer Ahsan, Digital Trade Chain Lead, HSBC • David Sutter, Independent Expert • Peng Zuo, President, Ginkoo <p>Non-Financial Services for Digital Banking <i>What are the best practice NFS offerings to improve portfolio quality, client retention, and customer service? How will NFS evolve in response to digitization of SME Finance?</i></p> <p>Moderator: Rachel Freemans, Advisory Manager, IFC</p> <ul style="list-style-type: none"> • Maya Margie, Head of Marketing Group, BLC Bank • Sandra Peloquin, Director International relations at BDC & Secretary General for The Montreal Group • Tamuna Zhizhilashvili, Deputy Director of Marketing Communications and Business Banking, TBC Bank <p>Digital Technologies to Disrupt Agricultural Finance <i>What are the cutting-edge technology solutions for improved access to finance for farmers and SME agribusinesses in emerging markets? How can we utilize potential links between digital technology companies, mobile phone operators and financial institutions?</i></p> <p>Chair: Panos Verangis, Global Lead for Agricultural Finance and Agricultural Insurance, Finance & Markets, WBG</p> <p>Moderator: Ulrich Hess, Component leader and Senior Advisor, GIZ</p> <ul style="list-style-type: none"> • Bolaji Akinboro, CEO, Cellulant • Christoph Herrmann, CEO, VGF 	<p>Charlottenburg I</p> <p>Charlottenburg II</p> <p>Charlottenburg III</p>
16:00 – 16:30	<p>Closing Keynote: Demonetization and its Impact on the SME Market in India</p> <ul style="list-style-type: none"> • Vijay Chandok, Executive Director, ICICI Bank 	Conference Hall - The Pavilion
16:30 – 17:00	<p>Closing Remarks</p> <ul style="list-style-type: none"> • Matt Gamser, CEO, SME Finance Forum 	Conference Hall - The Pavilion