



SME FINANCE
FORUM

- ACCELERATING FINANCE FOR BUSINESSES -

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

Digitization of SME Finance

Draft agenda as of August 14, 2017

Date and time	Key theme and topics	Description	
01 November 2017			
Morning and Afternoon	Study visit hosts: Access Holding, Bitbond, Deutsche Bank, Fidor, Mambu, Spotcap, Raisin, SumUp	Two half-day study visits	
16:00 – 18:00	SME Finance Forum Member Meeting	Closed meeting to SME Finance Forum Members (By Invitation Only)	
02 November 2017			
8:00 – 8:45	<ul style="list-style-type: none"> Registration 	<p>Highlighting innovative developments, trends, & industry recommendations for banks and fintechs to leverage digital banking to serve MSMEs.</p> <p>Would you trust a robo-advisor for financial and business advice? Robots may begin disrupting service and delivery models in the SME space, but can they replace the traditional banking relationship? Experts in the field will debate the advantages of robots as SME advisors and the next phase in bot/AI technology.</p>	
8:45 – 9:15	<ul style="list-style-type: none"> Welcome remarks 		
9:15 – 9:45	<ul style="list-style-type: none"> SME Finance: A Focus of the G20/GPFI 		
9:45 – 10:15	<ul style="list-style-type: none"> Keynote on financial innovation in SME finance 		
10:15 – 10:30	<ul style="list-style-type: none"> Coffee Break 		
10:30 – 12:00	<ul style="list-style-type: none"> The next frontier in SME banking 		
12:00 – 13:00	<ul style="list-style-type: none"> Debate: “Will robots replace bankers as the best advisors for SMEs?” 		
13:00 – 14:00	<ul style="list-style-type: none"> Lunch 		
14:00 – 14:30	<ul style="list-style-type: none"> “Digital Disruption: How the fintech revolution is transforming SME lending” 		Live demos by new and innovative fintechs in the digital banking market
14:30 – 15:30	<ul style="list-style-type: none"> Fintech pitches 		
15:30 – 16:00	<ul style="list-style-type: none"> Coffee Break 		
16:00 – 16:45	<ul style="list-style-type: none"> Investment Outlook in SME finance 		

16:45 – 18:30	<ul style="list-style-type: none"> Marketplace 	B2B introductory meetings between investors or vendors, and financial institutions and other participants
19:00 – 21:00	<ul style="list-style-type: none"> Dinner & Open Talent Competition Award 	BBVA Open Talent 2017
03 November 2017		
8:45 – 9:15	<ul style="list-style-type: none"> Keynote 	<p>While banks have traditionally been the most important provider of capital to small businesses, the needs of SMEs are changing in the digital era. How can financial institutions drive profit and growth as customers' demands change and competition increases? This panel will examine innovative business models that successfully capitalize on the SME banking opportunity.</p> <p>High-performing banks view collections as an essential, dynamic and integral part of the credit cycle and not just the final step. During this session, participants will learn innovative tools for improving credit risk and best practice strategies from around the globe.</p> <p>This session will look at the future of SME lending and showcase the newest product innovations in SME financing.</p> <p>Digital banking is changing the way the best banks do business everywhere. But how does it impact sales management? This hands-on workshop will look at current best sales management practices around the world. What sales models work best in today's new multi-channel set up? How to build an activity-management based "sales machine"? What steps should you take to move your sales people from static "know how" to actionable "do how"?</p> <p>From driving growth and sales, to better market analysis and customer management, financial institutions can capitalize on Big Data to improve and optimize decisions and performance across the firm. By embracing the opportunities of data and analytics, business intelligence can help banks reach new customers, provide more personalized service, improve profitability and reduce risk.</p>
9:15 – 10:15	<ul style="list-style-type: none"> Panel: Driving growth & profitability in SME finance 	
10:15 – 10:45	<ul style="list-style-type: none"> Coffee Break 	
10:45 – 12:00	<ul style="list-style-type: none"> Break-out session: <ul style="list-style-type: none"> SME credit risk management and collection strategies Product innovation Sales management Business analytics 	

12:00 – 13:00	<ul style="list-style-type: none"> • Lunch 	
13:00 – 14:30	<ul style="list-style-type: none"> • Panel: Managing fraud & cybersecurity 	<p>With the explosion of digital banking products, there is growing technology dependency leaving financial institutions vulnerable to financial losses, theft of intellectual property, operational disruption, and reputational damage. Expert panelists will present how lenders must redefine their infrastructure, policies and controls while balancing the customer-service experience.</p>
14:30 – 15:00	<ul style="list-style-type: none"> • Coffee break 	
15:00 – 16:15	<ul style="list-style-type: none"> • Breakout session <ul style="list-style-type: none"> ○ Blockchain and SME finance: reality check ○ Balancing growth and regulatory compliance ○ Non-financial services ○ Technologies in ag finance 	<p>Blockchain is emerging as a disruptive innovation, transforming the financial services industry by making transactions faster, cheaper, more secure and transparent. In this session, bank and fintech innovators will demonstrate how this technology is being used in different areas, including trade finance.</p> <p>Compliance has become a strategic and imperative for financial institutions. Capturing data to meet regulatory requirements in reporting, risk management, and compliance is costly and challenging because it requires gathering, enhancing, and reporting the required data from multiple data sources. The session will discuss how financial institutions could successfully balance growth with risks and compliance.</p> <p>Over the last several years, banks have increasingly offered non-financial services (NFS) to SMEs to help them overcome their lack of access to information, skills and new markets, and their lack of confidence in approaching a bank. At the same time, banks see NFS as an opportunity for market differentiation, and they have used NFS to improve portfolio quality, client retention, and customer service. This panel discussion will look into what are the current NFS offerings of banks and how they see NFS evolving in the age of digitalization in SME finance.</p>