SUSTAINABLE RETAIL BANKING:
MAKING GLOBALISATION INCLUSIVE FOR ALL
15-16 NOVEMBER 2018
TAJ PALACE, NEW DELHI, INDIA
Dear participant of the 25th World Congress of Savings and Retail Banks,

Thank you very much for having travelled to New Delhi to attend the 25th World Congress of Savings and Retail Banks.

In this programme brochure, you will find more information on the speakers and panelists of these two days.

Savings and retail banks are an important part of the global financial landscape. By bringing the members of WSBI, the World Savings and Retail Banking Institute, and likeminded institutions together, we want to bring a clear message to global policymakers: the most important financial institutions in any country and thus also on a global level are local banks. Local banks are part of the local economy. They collect savings and finance the economic activity of small and medium sized enterprises. Local banks, such as the banks in WSBI’s membership, are champions of financial inclusion.

To carry out this essential task, local banks need regulation that is adapted to their specificities, to their business model. A regulation that is based on the needs of globally active banks will not do. By being present here, you make this message heard and we thank you for it.

Chris De Noose  
Managing Director, WSBI

Heinrich Haasis  
Honorary President, WSBI
Earlier this year, we celebrated the release of Global Findex data showing that more than half a billion people have gained access to formal financial services since 2014. With 1.7 billion adults still unbanked, however, much work remains to be done. The banking sector has a vital role to play in reaching underserved populations with affordable, easy-to-use financial products that meet their needs. Therefore, I am very grateful to WSBI and its member banks for working to bring more people—particularly women, farmers, small business owners, and the poor—into the formal financial system. Reaching these populations is not only life-changing for them, but it can also make good business sense for financial service providers.

Financial technology offers great opportunities for banks to reach these untapped markets at a lower cost. Innovative digital financial services can enable many people to save and borrow for the first time. However, we all need to balance the tremendous potential of these products with regulations that protect customers. I’m very pleased to see that WSBI is driving the discussion about these issues.

While I am unable to join you for the WSBI World Congress, I send my best wishes for a productive and thought-provoking discussion that will help advance our shared goal of full financial inclusion.
WHO WE ARE

Founded in 1924, WSBI brings together savings and retail banks around the world and represents the interests of 6,000 financial institutions in 80 countries worldwide. As a global organisation, WSBI focuses on issues of global importance affecting the banking industry. It supports the aims of the G20 in achieving sustainable, inclusive and balanced growth and job creation around the world, whether in industrialised or less developed countries.

WSBI members are competitive, efficient and responsible institutions that share the following characteristics – the three “R’s”:

RETAIL • focus on financing the real economy: individuals, local governments, as well as micro, small and mid-sized companies in all industry sectors

REGIONAL • maintaining close relationships with the local communities they serve through their dense branch network and other distribution channels

RESPONSIBLE • employing a responsible approach to business, balancing the need for financial sustainability and a return to society while nurturing fair and clear relations with customers and promoting financial inclusion.

MISSION

In brief, the mission of WSBI is to:

• Represent the interests of its members towards international policy makers and standard setters on the main regulatory and other issues that shape international retail banking policy and promote their vision for a pluralistic banking model and an enabling environment for financial inclusion.

• Facilitate knowledge sharing among members through exchanges of information and experience on a range of different networking platforms and in-house knowledge management, also with a view to identifying opportunities for business development and partnerships.
2 days

40+ speakers

5 plenary sessions

2 networking lunches

1 gala dinner

30+ countries represented
THE ORGANISER WOULD LIKE TO WARMLY THANK
THE FOLLOWING MEMBERS AND SPONSORS
FOR THEIR CONTRIBUTION

INDIAN MEMBERS

SPONSORS
ABOUT THE CONGRESS

The WSBI World Congress aims at bringing WSBI and ESBG members and all interested retail bankers together to discuss the topics that define the future of the retail banking sector and to bring a powerful message to the worldwide policymaking community.

This message is that local banks need an adapted regulation, based on their specific business model.

The congress features speakers and panellists from WSBI’s membership as well as experts from the banking sector around the world. It offers attendees insights during high-impact panel discussions.

The WSBI World Congress of Savings and Retail Banks is an excellent opportunity to create and strengthen business relationships and to promote your products and services to an international audience of retail bankers and policy makers.

The programme focuses on the opportunities brought by globalisation and the need to not leave anyone behind, financial inclusion through digitisation, data confidentiality, rural and local growth – topics that have a direct influence on your work environment.
Plenary session 1: Globalisation - the promise of a golden dawn or dystopia in the making?

Globalisation has increased living standards all over the world and has lifted millions of people out of extreme poverty. Openness to trade has led to the rapid development of export-oriented industries, a key factor in the growth of GDP and income in countries such as China. And the financial sector is a facilitator of globalisation: trade needs financial linkages and banks follow their customers in their expansion to foreign markets. This is the case for global commercial and investment banks but also for savings and retail banks. As primary lenders to SMEs, they accompany their clients in their expansion on all continents.

Globalisation creates not only winners, however. Low-skilled workers in developed countries lose their jobs to workers in developing countries that are paid less for the same work, SMEs in certain countries face competition from multinationals that disrupt local and national markets, and the people and the environment suffer from a growth model that still does not take sufficiently into account the ecological cost of economic growth.

This leads to an inequality of income, welfare and opportunities, which leads in turn to populism and political and socio-economic instability. This session will examine how WSBI members, as financial institutions that are focused on their local community, could bring the benefits of globalisation to a local level by acting as an interface that connects these communities to global perspectives and global growth opportunities.
PT Bank Tabungan Negara (Persero) Tbk

Digital Banking-Based Transformation to Support the Strengthening and Expansion of Housing Business
11.45 › 13.00  Panel discussion 1  
Moderator: Noluphumzo Noxaka, Chairperson, Postbank South Africa
- Shubhashis Gangopadhyay, Research Director of the India Development Foundation; Professor at the University of Groningen (The Netherlands) & Gothenburg University (Sweden); Advisor to the former Finance Minister, Government of India
- Dinesh Kumar Khara, Managing Director (Global Banking & Subsidiaries), State Bank of India
- Javier González Fraga, President, Banco de la Nación Argentina
- Sabasaba Moshingi, Managing Director, TBP Bank (Tanzania)

13.00 › 14.00  Lunch

Plenary session 2: Two worlds no longer apart – rural and local development for growth in harmony

Today, 55% of the world population lives in urban areas and by 2050, this proportion is expected to increase to 68%, according to the United Nations. The increase will be concentrated in just a few countries: China, India and Nigeria. Urban areas will be poles of future development, but rural areas cannot be left out of the equation. Poverty reduction, the promotion of social inclusion and economic development are priorities, as is the enhancement of ecosystems based on agriculture and forestry, the development of the internet in rural areas, the organisation of the foodchain by incorporating primary producers and introducing risk management in agriculture.

Savings and retail banks are among the biggest financers of agricultural and rural entreprises and can have a decisive influence on the future of the world’s rural areas on all continents. They often have the biggest presence in rural areas, via branches, agent networks and electronic distribution channels. How can savings and retail banks contribute to a harmonious development of cities and rural areas?

14.00 › 14.15  Keynote
- Michael Hamp, Lead Technical Specialist Inclusive Rural Financial Services, International Fund for Agricultural Development (IFAD)

14.15 › 15.30  Panel discussion 2
Moderator: Prasun Kumar Das, Secretary General, Asia-Pacific Rural and Agricultural Credit Association
- H.R. Dave, Deputy Managing Director, National Bank for Agriculture and Rural Development (NABARD)
- Francis Macheka, Executive Director – Retail Banking and Agricultural Development, Agribank, Zimbabwe
- Veronica Namagembe, Managing Director, Pride Microfinance Uganda
- Stephen Mukweli, Managing Director, Postbank Uganda
- Laura French, Program Manager, Financial Inclusion, MasterCard Foundation

Plenary session 3: The virtuous circle – locally focused savings and retail banks in a circular and digital economy

The transition to a circular economy, where the value of products, materials and resources is maintained in the economy for as long as possible, and the generation of waste minimized, will create more investments, added value and jobs and will stimulate innovation. Savings and retail banks should seize the opportunity to finance new businesses in the areas of recycling and waste management, but as large organisations, they should also lead by example and incorporate sustainable elements in their business model.

In a parallel evolution, the increasing digitisation of our economy increases the interconnectedness of people, organisations and companies and opens a wide range of new opportunities. How can savings and retail banks take the best of these two evolutions to ensure their profitability while at the same time creating benefits for the people and the planet?
You have to reinvent yourself every day to be the Best Bank in Spain year after year.

Global Finance names CaixaBank the Best Bank in Spain for the fourth consecutive year.

For yet another year, Global Finance has acknowledged CaixaBank’s innovative approach to banking, environmental commitment, and social engagement, seeking to drive the development of individuals and society as a whole. Said commitment has seen us extend our leadership even further, providing the most innovative and efficient services.

Once again, thank you for recognising our constant efforts.
Panel discussion 3
Moderator: Santiago Carbó Valverde, Director of Financial Research and Digitalisation of Funcas research foundation (Spain) & Professor of Economics and Finance at CUNEF Business School (Spain) and Bangor Business School (UK)
- Michelle Katics, Fintech expert; Co-founder & CEO, PortfolioQuest; Co-Founder, Non-Exec Director and Innovation Advisor, BankersLab
- Badal Malick, Principal Innovation Officer, Cashless Catalyst
- Ashok Chauhan, Joint Director & Head, National Savings Institute
- Yuki Yasui, Programme Operations Manager, UNEP Finance Initiative, Economy Division
- Representative from KPMG
- Representative from State Bank of India

Coffee break

Plenary session 4: Digitisation as a tool for financial inclusion and customer proximity
Financial inclusion is hampered by many factors. Some are market-related, such as the perceived high cost of providing financial services in rural areas, especially in large countries or in countries with a challenging geography, such as the Philippines with its hundreds of islands. But among the many obstacles, technology can overcome the lack of convenient transport by bringing the bank to the customer, instead of bringing the customer to the bank. Which technology should be applied, what does it take to deploy it in an efficient way and how should banks build on the available technology to create the adequate customer experience? What can developed countries learn from the ground-breaking efforts that developing countries are delivering to bring a maximum of people in the formal financial system?

Keynote
- Ajay Bhushan Pandey, CEO, Unique Identification Authority of India (UIDAI)

Panel discussion 4
Moderator: Anupam Manur, Research Fellow, Takshashila Institution
- David Panetta, Programme Director, The SEEP Network
- Pawan Bakhshi, India country lead, Financial Services for the Poor, Bill & Melinda Gates Foundation
- Debdatta Saha, Assistant Professor, Faculty of Economics, South Asian University
- Guillaume Lepecq, Managing Director, International Currency Association
- Jaspreet Singh Sethi, Asia Technical Specialist on Digital Finance and Innovation, UN Capital Development Fund (UNCDF)
- Jorge Solis Espinoza, President, Federation of Peruvian Savings Banks (FEPCMAC)

Closing of the first day by WSBI Managing Director Chris De Noose

Gala dinner organised by State Bank of India
Blue sky thinking can carry you away.

Effective strategies work from the ground up.

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9.00 › 9.20  
**Keynote 1** What happens to my data in this new digital world?  
- Max Schrems, Privacy activist, Founder of noyb – European Center for Digital Rights.

9.20 › 9.40  
**Keynote 2** Banks as fortresses against cybercrime  
- Saqib Sheikh, Head of Customer Solutions and Presales, SWIFT Asia Pacific

9.40 › 9.50  
**Keynote 3** Innovative banking (for) social good?  
- Laura French, Program Manager, Financial Inclusion, MasterCard Foundation

9.50 › 10.20  
**Coffee break**

**Plenary session 5: Making globalisation inclusive for all: the role of retail and savings banks**

How can financial institutions become lynchpins of their local economies and help them benefit from the opportunities of globalisation. What are we already doing well? What should we do better? How can we measure our progress?

Rural development, circular economy, digitisation… savings and retail banks have various possibilities to strengthen their links with their communities and to bring the benefits of globalisation to their customers and to their communities. But how do WSBI members from various countries turn this ambition into a reality?

10.20 › 10.35  
**Keynote**  
- Naoyuki Yoshino, Dean & CEO, Asian Development Bank Institute (ADBI)

10.35 › 11.50  
**Panel discussion**  
*Moderator: Chris De Noose, Managing Director, WSBI*  
- Helmut Schlewies, President, German Savings Banks Association (DSGV)  
- Jean Arondel, President, French National Federation of Savings Banks (FNCE)  
- Parveen Kumar Gupta, Managing Director (Retail & Digital Banking), State Bank of India  
- Ewa Andersen, Managing Director, Swedish National Savings Banks Association  
- Maryono, President Director, PT Bank Tabungan Negara (Persero) Tbk

11.50 › 12.00  
**Presentation of the New Delhi declaration**  
- Chris De Noose, Managing Director, WSBI

12.00 › 12.20  
**The business model of the savings and retail banks – ready for the future**  
WSBI members have an important lending capacity to individuals, households and to SMEs, in the form of commercial loans. Savings and retail banks also have a very solid financial experience and infrastructure. Their business model is based on profit, but also on social inclusion which makes them benefit from a huge level of trust within the communities they serve. This is why savings and retail banks consider the future with confidence.  
- Newly elected WSBI President

12.20  
**Lunch**
Jean Arondel
President, French National Federation of Savings Banks [FNCE]

Pawan Bakhshi
India country lead, Financial Services for the Poor, Bill & Melinda Gates Foundation

Santiago Carbó Valverde
Director of Financial Research and Digitalisation of Funcas research foundation (Spain) & Professor of Economics and Finance at CUNEF Business School (Spain) and Bangor Business School (UK)

Ewa Andersen
Managing Director, Swedish National Savings Banks Association

Laura French
Program Manager, Financial Inclusion, Mastercard Foundation

Heinrich Haasis
Outgoing WSBI President

Ashok Chauhan
Joint Director & Head, National Savings Institute

H.R. Dave
Deputy Managing Director, National Bank for Agriculture and Rural Development (NABARD)

Chris De Noose
Managing Director, WSBI

Isidro Fainé
WSBI Vice-President, CECA President

Shubhashis Gangopadhyay
Research Director of the India Development Foundation; Professor at the University of Groningen (The Netherlands) & Gothenburg University (Sweden); advisor to the former Finance Minister, Government of India

Javier González Fraga
President, Banco de la Nación Argentina
WSBI MEMBERS

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