

# Lafferty Retail Finance Convention Russia/CIS 2010

Featuring Lafferty Retail Banking Russia/CIS & Lafferty Cards & Payments Russia/CIS



## LAFFERTY RETAIL FINANCE CONVENTION RUSSIA & CIS, 26TH – 27TH OCTOBER 2010, MOSCOW *Retail Therapy for Every Bank*

### Day 1 Tuesday, 26th October

#### Chairman's Opening Remarks

**Michael Lafferty**, Chairman, **Lafferty Group**

#### Creating a Consumption Economy

- The Role of Retail Banking in Emerging Markets – a global briefing
- The Role of Retail Banking in Russia

Morning refreshment and networking break

#### Building the Payments Infrastructure

- Building the electronic payments infrastructure – the Russian blueprint
- Learning from the China experience
- Learning from the French experience

**Alexey Marey**, Head of Retail, **Alfa Bank**

**Igor Lipanov**, Head of Retail Payment Products, **Sberbank**

Networking lunch

#### The Branch of the Future

- Global trends in branch design and merchandising
- Best practices in branch banking across Europe
- Case Study Shinsei Bank: a phoenix rises from the ashes of Japan's lost decade
- The customer experience is everything

**Sandeep Deobakta**, Chief Operating Officer, Retail Banking Group, **Shinsei Bank**, Tokyo

Afternoon refreshment and networking break

#### E-Money, Prepaid and Mobile

- What is Happening with E-Money – a global briefing
- Prepaid is much bigger than banking
- From Mobile Payments to Mobile Banking – Retail Bank 2020

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## Day 2 Wednesday 27th October

### Retailers in Financial Services

- Creating a win win situation from partnerships
- Maximising business revenue for both sides
- Successfully gaining regulatory approval
- Tapping into cross-selling opportunities

**Maxim Nogotkov**, Founder & CEO of **Svyaznoi**

**Eric Blondeau**, CEO, **Nezavisimost Auto Dealers**

Morning refreshment and networking break

### Bank-Retailer Partnerships

- BNP-Cetelem in France
- HSBC-Marks & Spencer in the UK
- Home Credit in Russia
- RSB

**Ivan Svitek**, CEO of **Home Credit and Finance Bank** (Invited)

Networking lunch

### Risk Management – critical in all environments

#### Post Credit Risk Management

**Marc Thundercliffe**, Chief Credit Officer, **HSBC** (Invited)

### Sustainable banking in the post-crisis period – revival of traditional banking principles

**Istvan Lengyel**, Secretary General, **Banking Association for Central and Eastern Europe**

### Opportunities for retail banking in Russia & the CIS

- Examining what will be the most profitable products for retail banks in the next 12 months
- Exploring the products in the pipeline for retail banks in Russia & CIS
- Analyzing what strategies and how successful they have been in restoring the public faith in Russian retail banks

Afternoon refreshment and networking break

### Retail Bank 2020

- Evaluating the forces for bank industry change
- Assessing the changing role of the bank branch
- Mobile banking and the role of the internet

**Deepank Varghese**, Head of Global Remittances, **ICICI Bank**, India (Invited)

Senior Representative, Bradesco, Brazil

Senior Representative, Banesco, Brazil

Senior Representative, Itau-Unibanco, Brazil

Senior Representative, Deutsche Bank

Senior Representative, Banco do Brasil