20<sup>th</sup>-21<sup>st</sup> April 2016 Suntec Convention Centre, Singapore

# CARDS & PAY MENTS Asia 2016

# THE FUTURE OF PAYMENTS INNOVATION DISRUPTION OPORTUNITY

Organised by



www.cardsasia.com.sg

# A DAY IN THE LIFE

 Jane's alarm wakes her at 06:00. Out of habit, she rolls over and checks her phone for messages. A notification flashes up, her metro card doesn't have enough credit to take her across town for her scheduled 9am meeting. One swipe and the balance is topped up.

Getting out of bed, Jane makes her way down to the kitchen. With only a couple of coffee capsules left in the container, she realises she's about to be caught short. Fortunately she's able to order her favourite blend with just a click of a button on the container, the charge being automatically deducted from her account and loyalty points being added without any fuss.

Dressed and ready for the day, Jane swings by the local hawker centre on her way to the metro station, where she pays for her favourite dish with a tap from her smart watch. She's on great form when she gets to her first meeting of the day, so great in fact that they agree there and then to a business deal. Jane asks her new supplier to sign an agreement on her device, and moments later the first instalment payment has already been made and reconciled.

To celebrate, Jane and her colleagues head out for drinks that evening. The receipt for the night's entertainment is automatically sent to Jane's email address, and her colleagues are able to pay their part of the bill through the P2P payments platform that helps them keep track of their spending every time they go out.

Jane heads home happy and ready for bed, taking a moment to send a remittance payment to her family with just a couple of taps on her device. Jane is living the future of payments, a future that is just

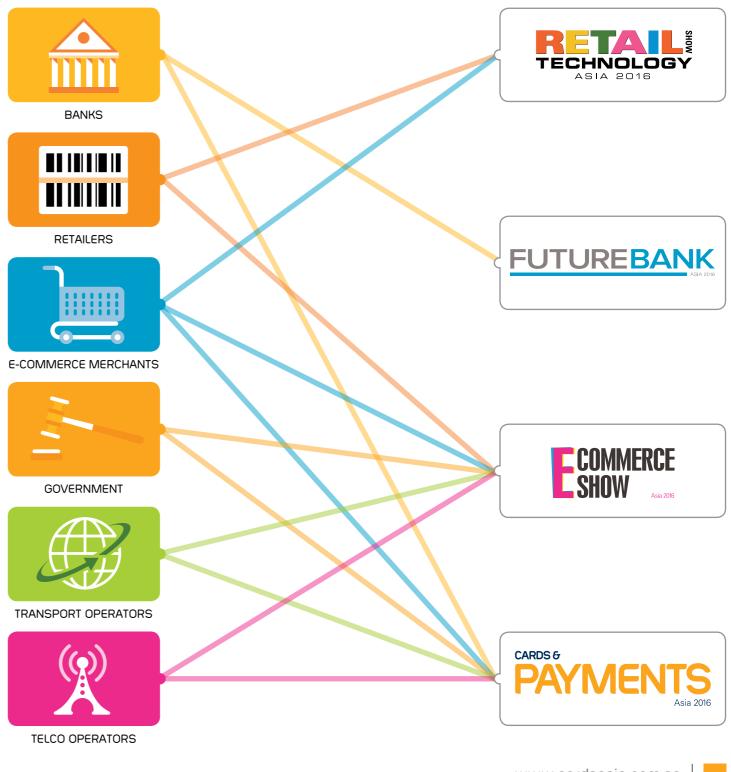
around the corner.

At Cards & Payments 2016, we will be giving our delegates an exclusive look into this future. Come join us. www.cardsasia.com.sg

# OUR STORY

Cards & Payments Asia is the region's most established event on payments disruption and innovation. Back in 1996 we launched the conference as an opportunity for the card manufacturing industry to meet and discuss the most pressing issues of the day. As the payments industry evolved, so too did the conference, charting as it grew the rise of the web, the growth of digital payments and the changed expectations of the connected customer.

Over the years we have also responded to the growth of the payments ecosystem by launching a series of co-located yet interlinked conferences which bring together key end users for our primary payments-focused client base. These senior level events are:



# THE CONFERENCE

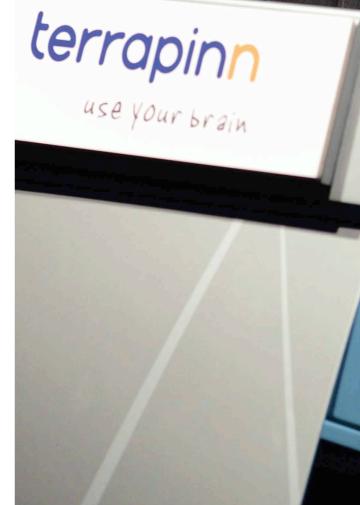
Over the years we've brought together some of the most innovative payments professionals from around the world. 2016 will be no different.

We're reaching out to the most exciting and thought provoking participants who can provide you with insights that you can take back to your business.



HAVE AN INTERESTING CASE STUDY? Contact Oliver Arscott now on oliver.arscott@terrapinn.com to discuss the opportunity to speak at the conference. "Very well organized and executed event. Exhibition layout and vendor mix was good. I enjoyed the presentation made by various industry experts."

Director of Regional Architecture Global Transaction Banking Deutsche Bank





# AGENDA AT A GLANCE



SIA



# **KEYNOTE SPEAKER**

#### TOM BLOMFIELD CEO MONDO

Incremental change has long been the standard for the banking and payments industry.

### From security

implementation to developing a multi-channel strategy, it has often been a case of doing just enough to keep up with competitors.

Now however, a new breed of business is being born, one which could spell the end of "business as usual" for even the most innovative banks.

From banking as a concierge service, to the current account as an app store, the rules are about to change.

At Cards & Payments Asia join Tom Blomfield, CEO at British fintech startup Mondo, who will lead our delegates through his compelling vision of the future of banking and payments.

# **KEYNOTE SPEAKER**

#### ALEX HUNTER FORMER HEAD OF DIGITAL VIRGIN GROUP

The digital revolution has both equipped businesses with the tools to better understand and engage their customers, and at the same time has caused many to lose sight of the importance of one-on-one, personal interaction.

Getting the balance right between data-driven engagement and service and the provision of deeply personal moments of magic is an essential one for businesses to get right.

No one is better equipped to lead our attendees through this more than Alex Hunter, who as a brand consultant, start-up mentor and former head of digital at Virgin Group has spent his career helping businesses discover the science and the art of great customer experience



# **OUR SPEAKERS**



MICHAEL CASEY Co-Author Age of Cryptocurrency



ALEX HUNTER Consultant. Mentor & Former Head of Digital Virgin Group



RAJU NAIR Executive Director, Customer Journey Design DBs

DAVID MOSKOVITZ

CEO

Coin Republic



MARCELO GARCIA CASIL CEO DXMorkets



SHARATH DORBALA Head of Sales. Marketing and Products Amdocs

MARK MACKENZIE

Head, Asia

Lenddo



COO APAC Technology & Head, Technology Strategic & Regulatory Change APAC Barclavs



CASEY LORD Chief Growth Officer Xendit



Director, Payment Business Development Flipkort







STEVEN SUKIANTO Senior Vice President Head of Cash Management Operations Bank Permata

JASON TYMMS **GIRIRAJ JADEJA** Head, Pre-Paid, APAC Regional Head - Asia Financial Institutions Mastercard Group, IFC World Bank Group



**KOTADIA MALIKKHAN** Senior Executiv. Leading Financial



HSBC

**KENNETH TSIN** Head of Direct Channels





**RADEN ANDI KARTIKO** UTOMO EVP & Head of E-Banking and Non Traditional Channel PT. QNB Indonesia



TITHIRAT SIRIPATTANALERT SVP, IT Security Operations Siam Commercial Bank



-

ALEXIS HOROWITZ-

BURDICK

CEO

Luxola

2



RAINISH KHARE

Head of Digital

Tronsformation

HDFC Book

AIDIL ZULKIFLI Co-Founder UangTeman



CEO, Cards & Payments

CTBC Bank

JP ELLIS

CEO

Cekaia

MARK PEREZ

Head of Retail

**Banking Group** 

Metrobook



**RAKHIL FERNANDO** Founder Kashmi





RON HOSE

CEO,

Coins.ph

NICHOLAS LEE CEO EZ-Link



NELSON LEUNG Executive Director **Bangkok Smartcard** System

MEI LEE

SVP Digital

Como Group



HEMANT GALA



SHANE CHIANG Head of Marketina Honestbee



WENDA LEWIS

ALBAN VILLANI Sales Director, South East Asia, Criteo



BEN THORPE

Director Globol Morketino

Glory Global Solutions

SANDEEP INDURKAR Mobile Payments Head-Internet Banking & Mobile Banking Group ICICI Bank





**CLAIRE MULA** 

Managing Director

Sprooki



DOUG STEPHENS Founder Retail Prophet

**IOSEPH TOH** 

Head of Strategy & Innovation - Asia Pacific

Credit Suisse







Head of Business Transaction Union Bank of the Philippines



PENNY COX VP Commercial Redmart





TAK MAEKAWA Head of Global Reward Business Rakuten

MICHELE FERRARIO Group CEO Zalora Group















ANANTH NARAYANAN CEO Myntra





Bank Berhad



ARVIE DE VERA II



ADITYA GUPTA VP and Head of E-Business OCBC Bank



SAJID RAHMAN Angel Investor and CEO Telenor Health



**KRIS KUBIENA** Proposition Delivery Director Vocolink



AMIT MARWAH Chief Marketing Officer Infinia Services & Solutions



GARY COLLINS Senior Executive Leading Financial Institute



WORACHAT LUXKANALODE SVP. Head of Retail E-Business Bank of Ayudhya



**RAJAT GANDHI** CEO Faircent



KELVIN TEO CEo Funding Societies



MARCO GERVASI Author East-Commerce



RAFFAELE GIOVINE Co-Founder Italist



RALPH WUNSCH Managing Director MetroDeal



LIONEL TANN Partne Rajah & Tann Singapore LLP



JOHN BERNS Head of Data Science Lazada Group



DOUGLAS GAN CEO Vanitee



**BRIAN FOO** CEO Gigfairy



ANKUR BAGGA Head, E-Commerce Operations Treknology



EMMA HEAP Managing Director Foodpanda Singapore



PAUL WEBSTER Brand Development Lead APAC Instagram

# **OUR SPEAKERS**



ROGER YUEN CEO Clozette



Shopee

DARREN WATSON

**Executive Creative Director** 

APAC

FITCH

TONY NAVIN

Snapdeal

ELVIN LI

Head of R&D

Reebonz

FELIX

HOCHGESAND

**Chief Logistics Officer** 

Lazada Group



KUSOMO MARTANTO CEO Blibli.com



MATTHEW CUSHEN Co-Founde Worth Capital



PHIL DORMAN Director ?What If!

TRISTAN POLLOCK

Co-Founder

Storefront



Head, Regional Retail & Channel Innovation Samsuna



TOM KELSHAW Director of Technology Metalworks Maxus



RICHARD Vice President, Consumer Banking Technology HARTUNG Managing Director & CEO Tronscorto



Chief Operating Officer

Uhook

ATYAB TAHIR

Chief Risk Officer Tomeer

Microfinance Bank

SHAILESH NAIK

Chief Executive Officer

Matchmove

ERIC DUFLOS JAIVEER SINGH

Regional Representative for East Asia and the Pocific CGAP World Bank Group



NORMA SIT Group Founder & Chairman Chief Executive Officer Numoni Groun



OLIVIER MERMET

VP Corporate Store Design

& Visual Merchandizing

Estee Laude

AARON ROWLEY SVP, Strategic Initiatives CEO



**SVEN HUBERTS** Regional Managing Director, APAC Isobar

DANIELE PEROTTI

Marketplace Operations

Director

**Global Fashion** 

Group / Zalora

ELENA TAN

Head of Ecommerce

Roval Selangor



**GORDON NUGENT** 

Head of Online, Harvey

Normon

SURESH DALAI Head of Merchandisina Levi Strauss

SUSHIL VERMA

Director International

Logistics

Pitney Bowes



**IOHAN VRANCKEN** MD. Innovation Practice Nielsen



PUSPAK PATRO CIO MBT



JEROSCHEWSKI VP Business Development Asia Pacific DHL e-commerce





YAN HENDRY JAUWENA Director of Business Solutions



SE, MM, Director of Development **BGR Indonesia** 



DBS Bank

Pencesoft



CHANDULA ABEYWICKREMA Chairman



GEORGE HARRAP

Chief Executive Officer

Bitspark

Banking with the Poor

IONATHAN LIEW Second Vice President Troosootioool

See the inside back page to find out how to book your place.







SocientNitro

PAUL VAN EYL CEO, Founder Niko's Logistics



Chief Looistics Officer Open Port



CHANG WEN LAI Chief Executive Officer Ninja Van Logistics

FION TAN

Co-Founder and

Managing Director

Lalamove / Easy Van

Singapore



Co-Founder/CEO iStoreiSent



TRISTAN TORRES VELAT General Manager Deliveroo



**Operation & Business** 

Mvntro

Co-founder

ARIANNE KADER

Regional Operations Manager,

**Global Fashion Group** 

AGUSNUR WIDODO

Chief Operations Officer

**INE Indonesia** 



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## 2016



BRAD JONES Chief Executive Officer Wave Money



Chief Executive Officer Tune Money



SHARAD BISHNOI SVP & Head of Business Technology HDFC Bank



VISHAL TULSIAN **Business Director** PT Book Amor Indonesio



**KENNETH PALACIOS** Vice President International Platforms PayMaya



DARON LIEW Chairman & CEO Transnational Group



ANTHONY THOMAS Chief Operations Officer Mynt



EDDIE LERR VP. Business Implementation and Change **BNP** Paribas



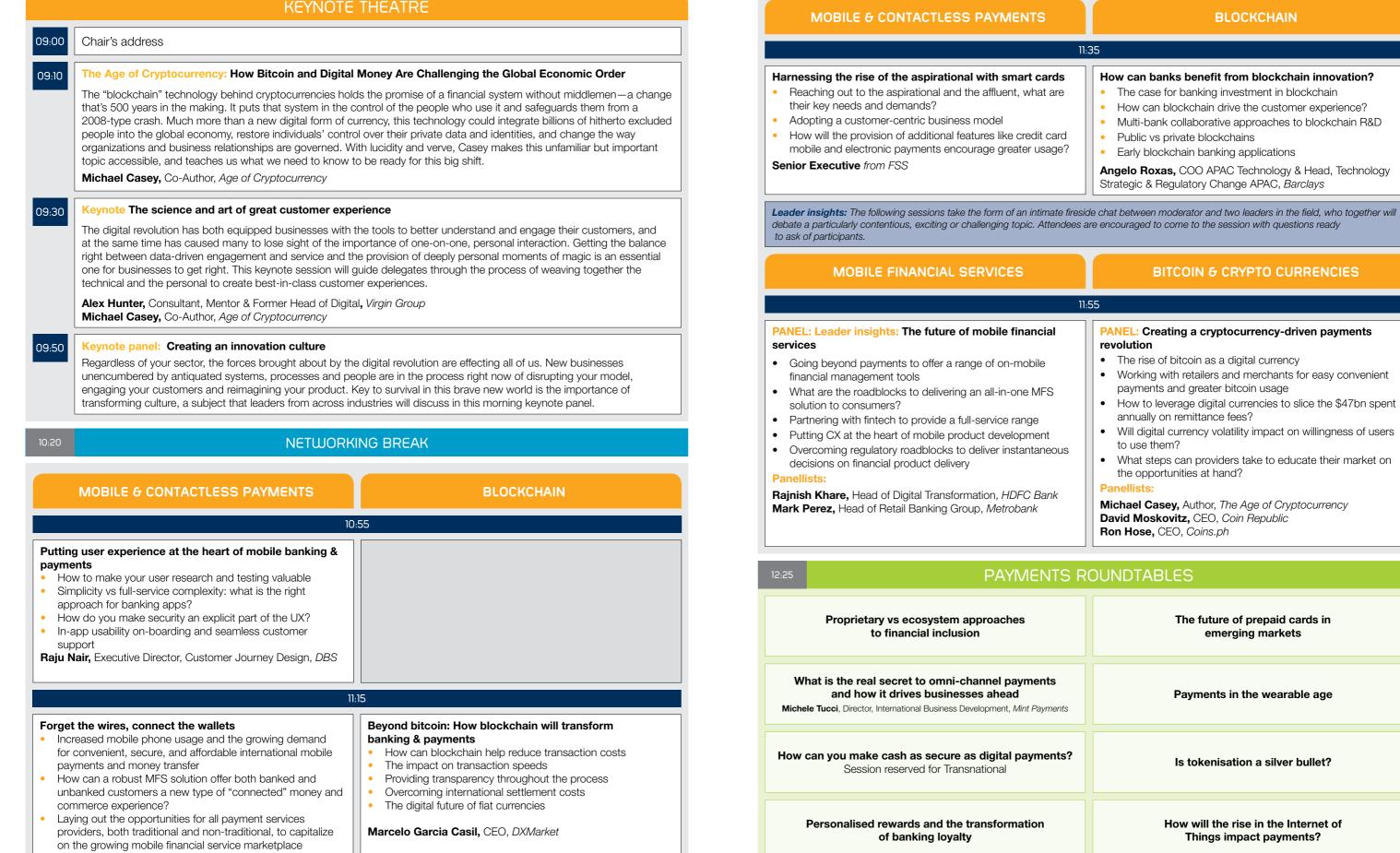
SIMOUN UNG Chief Executive Officer Omni Pay Inc.



# **MASSIVE SAVINGS WITH GROUP BOOKINGS!**

# AGENDA | DAY 1 WEDNESDAY 20 APRIL 2016

# AGENDA | DAY 1 WEDNESDAY 20 APRIL 2016



Sharath Dorbala, Head of Sales, Marketing and Products, Amdocs

#### BLOCKCHAIN

#### 11:35

#### How can banks benefit from blockchain innovation?

- The case for banking investment in blockchain
- How can blockchain drive the customer experience?
- Multi-bank collaborative approaches to blockchain R&D
- Public vs private blockchains
- Early blockchain banking applications

Angelo Roxas, COO APAC Technology & Head, Technology Strategic & Regulatory Change APAC, Barclays

#### **BITCOIN & CRYPTO CURRENCIES**

#### 11:55

#### PANEL: Creating a cryptocurrency-driven payments revolution

- The rise of bitcoin as a digital currency
- Working with retailers and merchants for easy convenient payments and greater bitcoin usage
- How to leverage digital currencies to slice the \$47bn spent annually on remittance fees?
- Will digital currency volatility impact on willingness of users to use them?
- What steps can providers take to educate their market on the opportunities at hand?

#### **Panellists**

Michael Casey, Author, The Age of Cryptocurrency David Moskovitz, CEO, Coin Republic Ron Hose, CEO, Coins.ph

The future of prepaid cards in emerging markets

Payments in the wearable age

Is tokenisation a silver bullet?

How will the rise in the Internet of Things impact payments?



3

# AGENDA | DAY 1 WEDNESDAY 20 APRIL 2016

RISK ANALYTICS	P2P PAYMENTS			
14:	30			
<ul> <li>Getting to know you: how social data holds the keys to regulatory roadblocks</li> <li>The challenges of risk assessment methods for financial services</li> <li>How does analysis of opt-in data provide a better model whilst reducing customer ineligibility?</li> <li>Transforming Know your Customer requirements to drive banking adoption</li> <li>Mark Mackenzie, Head, Asia, Lenddo</li> </ul>	<ul> <li>How are P2P payment applications transforming how we manage our money?</li> <li>Integrating P2P payments into financial management tools</li> <li>Collaborative financial management and group savings</li> <li>What impact does the P2P payments trend have on the future of the current account?</li> <li>Moses Lo, CEO, <i>Xendit</i></li> </ul>			
14:	50			
<ul> <li>Predictive analytics and the future of risk innovation</li> <li>Eliminating bias in credit risk scoring</li> <li>How predictive analytics cuts transaction costs and time lags</li> <li>Establishing accuracy of analysis, assessment and benchmarking of credit portfolios</li> <li>Aidil Zulkifli, Co-Founder, <i>UangTeman</i></li> </ul>	<ul> <li>Beyond peer transfers: applying P2P in a business setting</li> <li>How can merchants set up their business to accept P2P transfer?</li> <li>Applying P2P for customer refunds</li> <li>P2P applications in the insurance industry for fund disbursement</li> <li>IC Liew, CEO, Cards &amp; Payments, CTBC Bank</li> </ul>			
15	:10			
<ul> <li>What is the future of cash in the coming age of digital payments?</li> <li>A cold hard look at the future of cash</li> <li>Why are established markets still holding on to cash as a preferred payment method?</li> <li>Optimised handling processes to make cash attractive again for businesses</li> <li>How can cash and digital payments best work alongside each ther?</li> <li>Session Reserved for <i>Transnational</i></li> </ul>	<ul> <li>Applying social to transform payments</li> <li>Simplifying daily financial transactions</li> <li>Enabling the social commerce world of tomorrow</li> <li>The future opportunity for cross-border P2P payments</li> <li>Rakhil Fernando, Founder, Kas</li> </ul>			
<b>Feature Panel:</b> This session is an exciting and interactive end to the track. Tackling one of the big issues facing the industry, the panel takes the form of a TV chat show, with speakers being invited and interviewed one by one, before a final question and answer session to finish off.				
15:	30			
Panel: How transport networks are building a payments ecosystem that rewards consumers & merchants alike	Panel: Biometrics, tokenisation, and the future of payments security			
Every day thousands of micro-transactions are made on transport payment systems around the region. How can the providers of these systems deliver additional value back to consumers and engage merchants in an ecosystem? In this panel, we will bring together leaders from the biggest transport payment operators to discuss how they are going beyond payments, harnessing data, and delivering additional value. <b>Nicholas Lee,</b> CEO, <i>EZ-Link</i> <b>Nelson Leung,</b> Executive Director, <i>Bangkok Smartcard System</i>	The challenge of handling security and fraud in the digital age is front of mind for banking professionals across the business. Reliance on legacy systems to safeguard the business is no longer an option as the sophistication and scale of threats grow. At the same time, customers do not want their usability to be disturbed by overly complex authentication procedures. Fortunately, the establishment of viable next generation security measures, including biometrics and tokenisation, offers banks real hope. The application of this technology will be the focus of this essential session.			

## KEYNOTE THEATRE 17:10 Real-time payments for a real-time world. Investigating the opportunities opened up by real time including: New products to serve an evolving market; mobile, data and access Process simplification and lower cost Ubiquity and reach are crucial, collaboration is a winning strategy Paul Stoddart, Managing Director, VocaLink 17:30 Keynote: Redefining the future of banking Incremental change has long been the standard for the banking and payments industry. From security implementation to developing a multi-channel strategy, it has often been a case of doing just enough to keep up with competitors. Now however, a new breed of business is being born, one which could spell the end of "business as usual" for even the most innovative banks. From banking as a concierge service, to the current account as an app store, the rules are about to change. Tom Blomfield, CEO, Mondo 17:50 Chair's closing remarks NETWORKING DRINKS AND AWARDS DINNER



# **MASSIVE SAVINGS WITH GROUP BOOKINGS!** See the inside back page to find out how to book your place.

**NETWORKING BREAK** 

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**KEYNOTE THEATRE** How to optimise in-store cash handling and security Session reserved for Transnational Keynote Re-imagining business for the new age of consumerism What is the best practice for data sharing The retail environment is changing. From omni-channel consumers to contextual in-store experiences, today's customer has in a payments partnership? available to them ever more choice, ever better experiences, and ever faster transactions. This environment is a challenging one for merchants to compete in. To succeed in this new age of consumerism, merchants need to be able to provide consistently engaging and data driven experiences, online and offline, as well as having the internal operations and supply chain in place to fulfil each and every order. Doug Stephens, Founder, Retail Prophet Keynote session A guide to surviving the age of disruption THE CONSUMERISATION Whether you look at the retail industry or the banking sector, the rules of engagement have fundamentally changed forever. **OF BUSINESS-TO-BUSINESS** Consumers are always connected, their loyalty is fickle, and their needs are unique. If traditional businesses do not move quickly, they will forever lose their place in the market. In their place, a host of hungry startups offering personalised, relevant PAYMENTS and cost effective services. In this panel we will bring together business leaders to discuss how they are arming themselves for the fight for relevancy. Doug Stephens, Founder, Retail Prophet Ananth Narayanan, CEO, Myntra NETWORKING BREAK CONTEXTUAL DATA AND THE TRANSFORMATION OF B2B PAYMENT PAYMENT START-UP PARTNERSHIPS & ACQUISITION RECONCILIATION 11:15 Banking on trust: How to leverage the faith customers have in their bank POSITIONING THE BANK AT What are the key components of a great payments partnership THE HEART OF THE EXPANDING strategy? Enhancing payment options through APIs **PAYMENTS ECOSYSTEM** Wing Yuen Loon, Innovation Director, CIMB Bank Berhad 11:35

THE FUTURE OF AUTOMATED **B2B PAYMENTS** 

PANEL:

BANKING AT THE BOTTOM

OF THE PYRAMID

Feature Panel: This session is an exciting and interactive end to the track. Tackling one of the big issues facing the industry, the panel takes the form of a TV chat show, with speakers being invited and interviewed one by one, before a final question and answer session to finish off.

#### 15:45

In an age of tight margins, rising regulatory costs and the spectre of disintermediation, banks in developing markets are increasingly looking at the unbanked as the key to the future of business success. With initiatives ranging from mobile banking to microfinance, this panel will discuss some of the strategies being undertaken, the critical need for an ecosystem approach, and the challenges that remain as roadblocks to long term financial inclusion.

#### Panellist:

Philippines World Bank Group

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PANEL: LEADER INSIGHTS:
IS PAYMENTS DISINTERMEDIATION
     A ZERO-SUM GAME?
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**BUILDING A PAYMENTS** 

**ECOSYSTEM IN INDIA** 

JP Ellis, CEO, Cekaja

LUNCH

Banking Group, ICICI Bank

DECENTRALISED PAYMENTS

11:55

12:15

Leader insights: The following sessions take the form of an intimate fireside chat between moderator and two leaders in the field, who

together will debate a particularly contentious, exciting or challenging topic. Attendees are encouraged to come to the session with questions

Steven Sukianto, Senior Vice President, Head of Cash Management Operations, Bank Permata

• How can a payments ecosystem enable financial inclusion

Collaborating to ensure progressive and positive regulation

• What are the most effective mobile payments partnership models?

Sandeep Indurkar, Mobile Payments Head- Internet Banking & Mobile

ready to ask of participants.

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09:50

Chair's address

Panellist

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# AGENDA | DAY 2 THURSDAY 21 APRIL 2016

### **PAYMENTS ROUNDTABLES**

How can regulators better support payment innovation whilst protecting consumers?

> What is the future of the ATM in the age of digital payments?

### **INNOVATION IN B2B PAYMENTS**

#### 14:45

Consumer payment innovation driving the calls for B2B payments transformation

Why have B2B payments been slower to change?

• Examples of the impact early consumerisation of B2B payments

Joseph Toh, Head of Strategy & Innovation - Asia Pacific, Credit Suisse

#### Contextual data and the transformation of B2B payment reconciliation

 Diagnosing the CFO's headache: the current state of payment reconciliation

What internal changes need to be implemented to transform the reconciliation process?

How can contextual data provide a fundamental change to current reconciliation practice?

Kees Kwakernaak, Managing Director, Global Treasury Services, Bank of America Merrill Lynch

#### 15:25

Why are paper processes still so dominant in B2B payments? How automated payments can drastically cut accounts receivable write offs and other associated processing costs

Improving transparency with next generation payment systems

#### Session Reserved for Sponsor

Arvie De Vera II, Head of Business Transaction, Union Bank of the

Jason Tymms, Head, Pre-Paid, APAC, Mastercard Giriraj Jadeja, Regional Head - Asia, Financial Institutions Group, IFC,

FERENCE

CHOICE OF PRE-EVENT SUMMIT OR WORKSHOP				
	FINANCIAL INCLUSION ASIA SUMMIT			
	Fir	nancial Asia 2016		
10:00	Chair's Introduction Richard Hartung, Managing Director & CEO, <i>Transcarta</i>			
10:10	Why helping the bottom of the pyramid is good business Jaiveer Singh, Vice President, Consumer Banking Technology, DBS Bank			
10:30	Regulatory frameworks for financial inclusion           Eric Duflos, Regional Representative for East Asia and the Pacific, CGAP World Bank Group			
10:50	Overcoming the KYC hurdles of an identity-less target market Brad Jones, Chief Executive Officer, <i>Wave Money</i>			
11:20	MOR	NING REFRESHMENT BREAK		
12:00	Panel: The heir to MPesa: how to create the preconditions for mobile money uptake MODERATOR: Richard Hartung, Managing Director & CEO, <i>Transcarta</i> Amar Ambrol, Chief Executive Officer, <i>Tune Money</i> Sharad Bishnoi, SVP & Head of Business Technology, <i>HDFC Bank</i> Kabeer Naqvi, Chief Operating Officer, <i>Ubank</i> Nguyen Hoa Binh, Group Founder & Chairman, <i>Peacesoft</i>			
12:20	Is fintech the best hope for driving financial inclusion? Norma Sit, Chief Executive Officer, Numoni Group			
12:40		ROUNDTABLES		
	How will changing regulation impact agent banking in Asia? Vishal Tulsian, Business Director, PT Bank Amar Indonesia	Who will win the battle for remittance supremacy? Kenneth Palacios, Vice President International Platforms, <i>PayMaya</i>	The case for establishing an internal financial inclusion team Chandula Abeywickrema, Chairman, Banking with the Poor	
13:10		NETWORKING LUNCH		
14:30	The future of the MFI in the age of financial inclusion Atyab Tahir, Chief Risk Officer, Tameer Microfinance Bank			
15:10	Is the promotion of remittances through bitcoin responsible? George Harrap, Chief Executive Officer, <i>Bitspark</i>			
15:30	AFTERNOON REFRESHMENT BREAK			
16:10	Case Study: Promoting financial inclusion through G2P electronic payments Randy Montessa, Head of the Card and Electronic Banking Group, Land Bank			
16:30	Panel: A model for financial inclusion partnerships MODERATOR: Richard Hartung, Managing Director & CEO, <i>Transcarta</i> Anthony Thomas, Chief Operations Officer, <i>Mynt</i> Eddie Lerr, VP, Business Implementation and Change, <i>BNP Paribas</i> Simoun Ung, Chief Executive Officer, <i>Omni Pay Inc.</i> Shailesh Naik, Chief Executive Officer, <i>Matchmove</i>			

CHAIR'S CLOSING REMARK Richard Hartung, Managing Director & CEO, Transcarta

### CHOICE OF PRE-EVENT SUMMIT OR WORKSHOP

#### **CREATING AN INNOVATION CULTURE WORKSHOP**



A one day workshop designed to help you understand and practice, with your own real world examples, the mind-set, behaviours and tools needed for creativity and to explore the role of leaders in creating a culture within which innovation can thrive.

#### 10:00

#### Over the course of the day you will:

- Gain an appreciation of Edward de Bono's 'Rivers of Thinking', the trap that all companies and individuals fall into that stifles innovation
- An understanding of convergent & divergent mind-sets and the impact they have on creativity
- How to embed the theory with behaviours, tools and initiatives that can directly apply to your business

Plus, you get massive savings when you book in groups. See the inside back page to find out how to book your place.

We have extremely limited opportunities for sponsors to get involved in the summits and workshops. Contact Audrey now on (+65) 6322 2786 or email: audrey.leong@terrapinn.com to find out more.

# TUESDAY 19 APRIL 2016

#### LOYALTY MARKETING



A one day workshop designed to help you understand and practice, using real world examples, how to design, implement and measure a best in class loyalty marketing programme.

#### 10:00

#### Over the course of the day you will:

- Establish the core principles of consumer loyalty
- How to transform these principles into a workable programme that produces emotional connections and exceptional experiences
- Key usability considerations
- Strategies to help you benchmark your programme's success against stated goals

You will leave the workshop with a range of creative and innovative loyalty marketing ideas that you will be able to directly apply to your current operations.

#### Early bird tickets are available now!

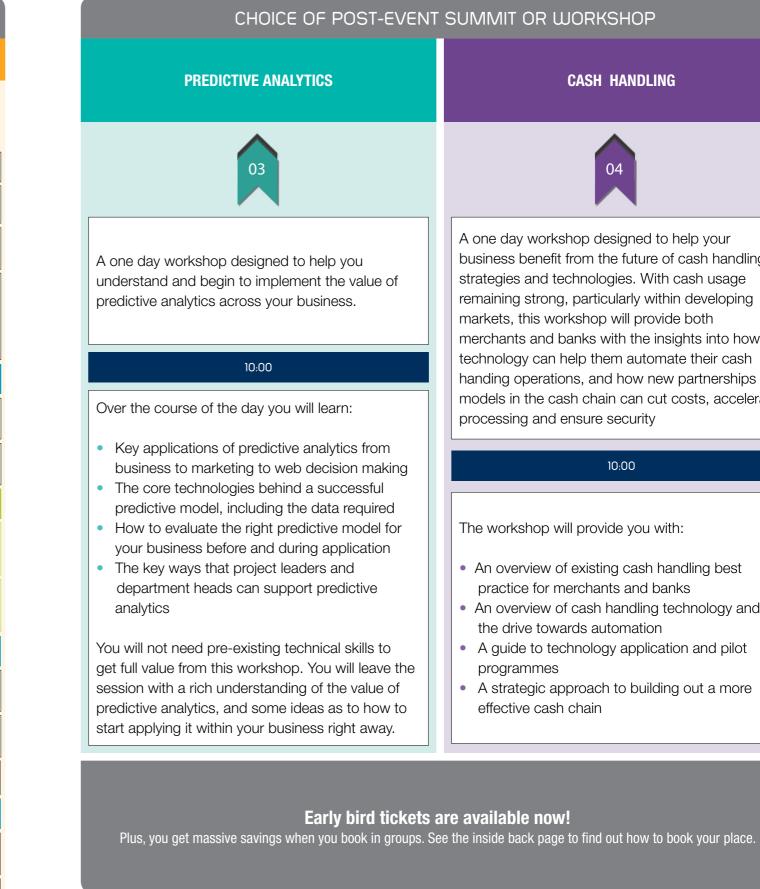
#### CHOICE OF POST-EVENT SUMMIT OR WORKSHOP

HOME DELIVERY



10:00	Chair's Introduction		
10:10	An e-tailer's view of regional logistics in 2016 Daniele Perotti, Marketplace Operations Director. <i>Global Fashion Group / Zalora</i>		
10:30	Cross border logistics and the enablement of regional consumer commerce Sushil Verma, Director International Logistics, <i>Pitney Bowes</i>		
10:50	Panel: Building partnerships in the age of Omni-channel retail         Ashutosh Lawania, Co-founder, Myntra         Arne Jeroschewski, VP Business Development Asia Pacific, DHL e-commerce         Paul Van Eyl, CEO & Founder, Niko's Logistics         Pierre Poignant, Chief Operations Officer, Lazada Group		
11:20	MORNING REFRESH	MENT BREAK	
12:00	Managing the next generation of distribution centres, the Lazada Way Felix Hochgesand, Chief Logistics Officer, Lazada Group		
12:20	Click and Collect and O2O: how to remain relevant in the age of customer first Lai Chang Wen, Chief Executive Officer, <i>Ninja Van Logistics</i>		
12:40	ROUNDTABLES		
	Winning the first impression with packaging best practice Joe Khoo, Co-Founder & CEO, <i>iStoreiSent</i>	The practical implications of enabling drop shipping Arianne Kader, Regional Operations Manager, Global Fashion Group	
	Are 3PL providers in Asia ready to adopt emerging technologies? Tristan Torres Velat, General Manager, Deliveroo	How can 3PLs survive the spiral of logistics commoditization? Yan Hendry Jauwena, Director of Business Solutions, POS Logistics Indonesia	
13:10			
14:10	Effective reverse logistics in the "customer is always right" economy Sahil Barua, Chief Logistics Officer, Dehlivery		
14:30	Smart post and the coming impact of the Internet of Things Max Ward, Chief Logistics Officer, Open Port		
14:50	Case Study: The "Uberisation" of logistics Fion Tan, Co-Founder & Managing Director, <i>Lalamove/Easyvan Singapore</i>		
15:10	AFTERNOON REFRESHMENT BREAK		
15:40	Case Study: Perfecting the science of immediate delivery Tristan Torres Velat, General Manager, <i>Deliveroo</i>		
16:00	Panel: Garuda Rising; Exploring the emerging business opportunities for delivery providers in Indonesia Agusnur Widodo, Chief Operations Officer, <i>JNE Indonesia</i> Nofrisel, SE, MM, Director of Operations & Business Development, <i>BGR Indonesia</i> Yan Hendry Jauwena, Director of Business Solutions, <i>POS Logistics Indonesia</i>		

CHAIR'S CLOSING REMARKS



We have extremely limited opportunities for sponsors to get involved in the summits and workshops summits. Contact Audrey now on (+65) 6322 2786 or email: audrey.leong@terrapinn.com to find out more.

# FRIDAY 22 APRIL 2016

#### CASH HANDLING



A one day workshop designed to help your business benefit from the future of cash handling strategies and technologies. With cash usage remaining strong, particularly within developing markets, this workshop will provide both merchants and banks with the insights into how technology can help them automate their cash handing operations, and how new partnerships models in the cash chain can cut costs, accelerate processing and ensure security

#### 10:00

The workshop will provide you with:

- An overview of existing cash handling best practice for merchants and banks
- An overview of cash handling technology and the drive towards automation
- A guide to technology application and pilot programmes
- A strategic approach to building out a more effective cash chain

# **WHO ATTENDS**

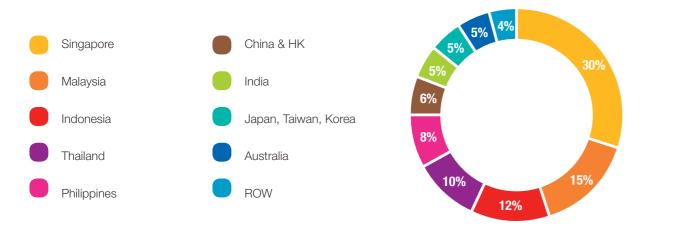
### YOU CAN EXPECT TO MEET

- Board/Executive management, CXOs
- Functional Heads, Directors, Vice Presidents
- General Managers, Regional Country Heads

#### FROM THESE INDUSTRIES



### AND FROM ACROSS ASIA



If you're serious about meeting those making the decision on payment strategy, then you should be giving consideration to the sponsorship packages available. Sponsors get exclusive access to conference attendees.

The exhibition and seminars are targeted towards more technical and junior staff. If this is your target market then taking a prime exhibition stand is a must. Space and speaking slots are limited and will sell out fast.

To discuss the available options or reserve your space, contact **Audrey Leong** at **+65 6322 2786** or email **audrey.leong@terrapinn.com** 



- Senior Managers, Managers, Assistant Managers, Supervisors
- Advisors, Analysts, Consultants, Specialists, Executives

Supermarkets

"Fully informative and covered the latest in cards & payments system solutions"

Division Head of E-Channels Development

Nobu Bank

# HERE'S A GLIMPSE OF WHO ATTENDED OUR EVENT

3M Singapore 3Radical Aamra Networks Limited abiotech Abry Pte Ltd Acc Peripherals Pte Ltd Accive Media Studio Adgrab Pte Ltd Active Media Studio Adgrab Pte Card Systems Ltd. Advanced Track & Trace AdvanPOS Advantech Co. Singapore Pte Ltd AF Payments Inc. Affle Mobile End 2 End Tech Company African Bank Aga Khan University Age of Context Agency For Science, Technology And Research (A\*STAR) Agfa Gevaert N.V Agfa Materials Japan Agfa Materials Taiwan Agilysys Singapore Pte Ltd AH Engineering SND BHD Aimia Airasia Bhd Aisin Asia Pte Ltd AKN General Trading AI Fardan Exchange AI Midas International Group ALBankz Albatrus Asia ALC Technologies Pte Ltd Aleviatec Ptd/e. Ltd. Alfa Cube Solutions Alipay All ID Asia Pte Ltd AlIDealsAsia.com (All Deals Asia Pte Ltd) Alma AlDeyar Co. 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China Construction Bank China Smartpay Chuan Heng Hardware Trading Pte Ltd ClMB Bank Berhad, Singapore Branch Cipta Srigati Lestari Citibank N.A Citibank N.A Citibank Singapore Branch Cipta Srigati Lestari Citibank Citibank Singapore Branch Singa Corp CloudWell Limited Coassets (E.T.PI) Code Corporation Code Soft Technology Sdn Bhd Cognitec Systems Pty Ltd Cold Storage Collinson Latitude Companies and Intellectual Property Commission COMPRION ComWorth Solutions Pte Ltd Connexions Loyalty Contec Technologies CONTINENTAL BUSINESS & RESEARCH GROUP CONTROL UNION SINGAPORE PTE LTD Converse Trading Co Copenship Singapore Copper Chimney Pte Ltd Cornell University Cortex Pte Ltd Crown International Group Crowne Plaza Changi Airport Cryptosigma Wallet CRYSTAL AGENCIES ctrlpos technologies pvt ltd Cts Medical Laser Clinics Pte Ltd Cutis (Singapore) Pte Ltd Daimler South East Asia Pte Ltd Damen Shipyards Datacard Asia Pacific Limited Datacogs SG Datamation Technologies Pte Ltd Datasonic Corp Sdn Bhd Datatel Solutions Datwyler Daumkakao DBN DBS Bank Ltd DDB Worldwide De Fine Nature (M) Sdn. 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Ensogo Limited Envis Enterprises Epaisa Services (P) Limited Equinix Esco Micro Esplanade Estee Lauder Companies Estel Technologies Pvt Ltd ETPL Eudora Euromonitor International Ltd Evercare Innovation eWise Systems NA, Inc. Excel Payment Excelpoint Systems (Pte) Ltd EXCELPOINT TECHNOLOGY LTD exerte Partners explore holdings pvt. ltd. 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Inc G.S.S. International G.T.K Engineering FZE Galmon Game Design House Gardens by the Bay Gartner GDP Labs GEBS Gemalto Pte Ltd Gemini Associates Genesis Strategic Capital Genting Singapore GEOSWIFT US INC Get Group Holdings Ltd. Glada GIEC Giga T.M.S. Inc Givex Australia Pty Ltd GI Group Glada Cube Inc. Glitz IT Solution Global Blue Global eCommerce Millennium and Copthorne Global Satellite Solutions Global Tax Free Pte. Ltd. Globalis International Globalization Partners International GlobalSign Globe Telecom Globequest management Consultancy Gloria Jean's Coffees International Gnum Gofresh.com.sg Goldbell Leasing Pte Ltd Golden Spring International Gnum Gofresh.com.sg Goldbell Leasing Pte Ltd Grand Stores Greiner aerospace Grocermart Pte Ltd Groupon Thailand Grupa Allegro Sp. z o.o. GS1 Singapore Ltd GSK Gtoken Limited guild's room Gunnebo Malaysia Sdn Bhd Guzman y Gomez H.W. 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# THE EXHIBITION

Cards & Payments Asia 2016 is also a large exhibition spanning 10,000sqm of exhibition space, making the event the largest payments show in Asia. This is an ideal place for solution and technology providers to showcase and demonstrate the very latest in payment solutions.

### THE EXHIBITION WILL FEATURE LEADING SOLUTION PROVIDERS FROM



The exhibition features over 1000 solutions from 200 international exhibitors, 72 sessions in 4 themed on-floor seminar theatres, the JUMPSTART zone which will showcase the top Asian fintech, retail and e-commerce start-ups, and the E-Commerce University and online Marketplace for the SMEs to skill-up and improve productivity.

#### Cards and Payments Asia is the perfect place for companies wishing to

- Be seen as a leader in payments
- Engage with the payments industry in Asia •
- Meet with senior decision makers in banks, retail and government in Asia
- Generate qualified targeted leads
- Promote awareness for your company in Asia
- Launch new payments products to the industry in Asia

To discuss the available options or reserve your space, contact Audrey Leong at (+65) 6322 2786 or email: audrey.leong@terrapinn.com

# FLOORPLAN & EXHIBITOR LISTING



#### **EXHIBITORS INCLUDE**

Agfa Gevaert NV Algolia Aloud ARH Inc. Askey Atlantic Zeiser Bank Card Test Center Baoruh Barnes International Better Coding Tools BHZ BPC Banking Technology BUSINESSFRANCE Cardpresso CCPITECC

#### Cognitec Systems Pty Ltd Comprion Crane Payment Innovations (CPI) Creator Criteo Crossmatch ELSE Pte Ltd Elytics Entrust Datacard Famoco First Data Flex-Solver Pte Ltd Foongtone Technology Frosmo FSS

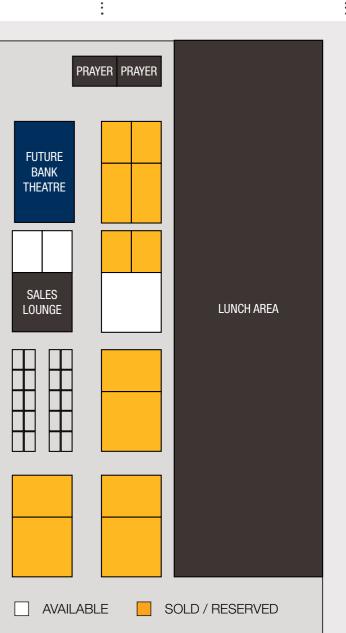
Giga T.M.S. Inc Glory Global Solutions (Singapore) Pte Ltd Golden Spring Internet of Things Hanshow Technology Co. Ltd HID Global Hightech Payment Systems IDP Corp Infinia Services & Solutions Infoserve Nationlink Network Innovatrics Kingdom Majorlink Kiosk Systems Limited KL Hi-Tech Secure Print Ltd KYTronics Corporation Ltd Laxton Group Limited LBD Card

#### EXHIBITORS INCLUDE

ManagePay March Networks
Marktrace BEID
MC Payment
Mint Payments Asia Pte Ltd
Mitsubishi Paper Mills
Mobiversa
Nuvista Technologies Pte Ltd
Oasys
Omnikx Technologies Pte Ltd
Otto Künnecke
Paclin Office Products Pte. Ltd.
PayPal
PCI Limited
Piotec
Pure + Solid

SC Soft Secure-IC Shanghai Peoplenet Shenyang Piotec Technology Co., Ltd Shenzhen Decard Shenzhen Excelsecure Shenzhen HCC Technology Co Ltd Silone Singapore Manufacturing Federation Smartdisplayer Technology Co, Ltd Smartrac Technology Pte Ltd Smartstripe Marketing Pte Ltd Smartware SMK-Logomotion Corporation Solutionist Ltd Spartan System (S) Pte Ltd

### WE ARE 70% SOLD



**FUTUREBANK** 

Sprooki Starchip SZ Sunson Tendyron Corporation Transnational Company Pte Ltd Triplepay Services Asia Pte Ltd Unipro Software Pte Ltd Urban Signage VISEO ASIA Vix Verify VocaLink VTT Germany Wuhan Tianyu Zebra Technologies Asia Pacific Pte Ltd Zyllem



In 2015 we launched **JUMPSTART**, partnering with Startupbootcamp to give ten Asian fintech start-ups the opportunity to showcase their innovations on the exhibition floor, within a dedicated theatre and even as part of the Smart Awards.

Asia is fast emerging as a hub for start-up innovation, with businesses launching on a near daily basis to tackle the deep rooted challenges facing financial services, retailers and e-commerce merchants. With Cards & Payments Asia as the home of the payments industry in Asia, we are always looking for better ways to feature innovation and champion disruption.

We are therefore excited to announce that in 2016 we will be opening up **JUMPSTART** for applications.

We have a limited number of spots available for start-ups offering services providing innovation to the cards, payments, e-commerce and retail technology sectors.



Start-ups are invited to apply for a spot at the show via the link below. The cost if accepted will be \$2,500 SGD. Partial and full scholarships are available upon request and assessment.

### SELECTED START-UPS WILL RECEIVE ...



Follow the link below to apply! www.terrapinn.com/paymentsjumpstart



ASIA 2016



Each year the SMART Awards Asia honours companies and individuals who have transformed their respective industry and provided real value back to their customers. Voted on by our community, and by a panel of handpicked experts, the awards are an opportunity to reflect on the best of the last year.

#### **CARDS & PAYMENTS AWARD CATEGORIES**

- Best Asian B2B Payment Initiative
- Best Asian B2C Payment Initiative
- Best Asian C2C Payment Initiative
- Best Application of a Payment Card
- Best use of Biometrics in a Commercial Setting

#### E-COMMERCE AWARD CATEGORIES

- Best new Asian E-Commerce Merchant
- Best E-Commerce Technology Provider
- Best Home Delivery for E-Commerce Provider

#### SPECIAL AWARD

To discuss the available options or reserve your space, contact audrey leong at +65 6322 2786 or email audrey.leong@terrapinn.com

This year, we have identified key areas within each industry worthy of celebration. We will be presenting the following categories on the 20th April 2016 to those who have demonstrated unparalleled excellence in the cards, payments, retail, e-commerce, banking industry:

#### **RETAIL TECHNOLOGY AWARD CATEGORIES**

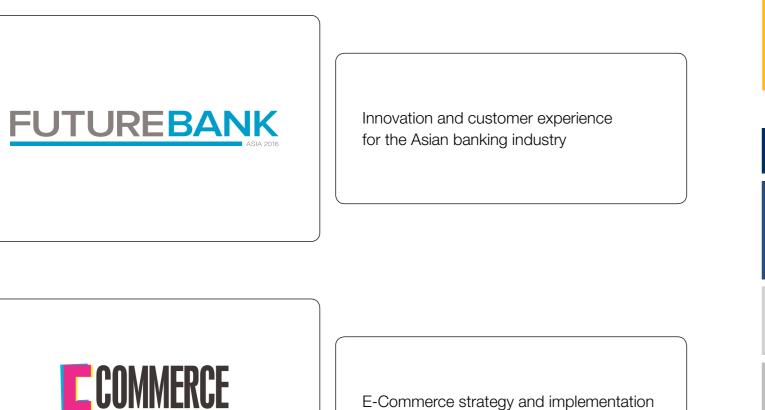
 Best Use of Technology In-Store • Best Use of Analytics in Retail Best Omnichannel Retailer

#### FUTURE BANK AWARD CATEGORIES

- Best Mobile Banking Application
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