

Channels

the global BANKING STRATEGY summit

25-28 April 2004

Crowne Plaza Hotel, Dubai, UAE

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Channels – The Global Banking Strategy Summit,

Sunday 25th April 2004 Executive Summit Day: Strategies For Growth In A Competitive Market - Day 1

07.00	Registration & Coffee	10.45	Evaluating The Risk & Rewards Of New Market Strategies & Product Development - Getting The Balance Right David Lennox, Director of Fraud, BRITISH BANKERS ASSOCIATION, UK Axel Pierron, Analyst, CELENT, France Herman Singh, Director Direct Channels, STANDARD BANK, South Africa Ahmed Elshall, Senior Vice President, Strategic Planning & Financial Control, ABU DHABI ISLAMIC BANK, UAE	12.45	The Milking Of Assets - How To Control & Get More Out Of Your Information Assets Gerald H Burri, Director Information Risk Control, USB AG, WEALTH MANAGEMENT & BUSINESS BANKING, Switzerland	integrated channel delivery strategy to customers. Open discussions between the participants and speakers will be encouraged and the final session of the forum will be devoted to questions from participants. Speaker TBC	
08.00	Chairman's Welcome						
08.15	Inaugural Address Speaker TBC						
08.30	Keynote Address: Dr. Peter Diekman RA, Executive Vice President, ABN AMRO, Netherlands						
09.00	SPECIAL GUEST SPEAKER KYC (Know Your Customer) Is Your Organisation Being Used As Part Of A Cover-up? Humberto Aguilar, USA						
09.45	KYC & The Retail Banker Speaker TBC	12.15	Achieving Extra Leverage From Smart Card Investment Speaker TBC	13.30	Lunch	16.30	Networking Reception In Exhibition Hall
10.15	Networking Break in Exhibition Hall			14.30	The Future Of Retail Delivery Channels: Delegates will have the opportunity to hear and learn from the experiences of seasoned bankers, how to integrate the business and technical needs of an organisation to provide a profitable and		

Monday 26th April 2004 Main Conference - Day 2

07.15	Registration & Coffee PLENARY SESSION 1: The Bigger Picture – Survival of Retail Banking In A Competitive Market	Business Models To Drive Revenue & Remain Competitive Jonathan Gunby, Director, NMG FINANCIAL SERVICES CONSULTING LTD, UK William Lamb, Director, AVIVA, Turkey	John Sandwick , Managing Director, ENCORE MANAGEMENT SA, Switzerland	Consolidate In Order To Stay Strong Or Should The Equity Stakes Be Raised? Dr Karim El Solh, CEO, THE NATIONAL INVESTOR, UAE Ahmed Humaid Al Tayer, Chairman, COMMERCIAL BANK OF DUBAI, UAE (invited) Dr Assem Safieddine, Associate Professor of Finance, AMERICAN UNIVERSITY OF BEIRUT, LEBANON		
08.15	Opening Remarks & Chair: John Sandwick, Managing Director, ENCORE MANAGEMENT SA, Switzerland	10.30	Networking Break In Exhibition Hall	12.00	What Should Be Here Today, What To Implement For Tomorrow ING Direct – The New Kid In Town Vic Wolff, Senior Marketing Manager, ING DIRECT, Netherlands	
08.20	"Everything I Know About Retail Banking In 30 Minutes" Joseph DiVanna, CEO, MARIS STRATEGIES, UK	11:00	New Advances In Islamic Product Development Moderator: Ahmed Elshall, Senior Vice President, Strategic Planning & Financial Control, ABU DHABI ISLAMIC BANK, UAE Panellists: Sheikh Nizam Yaquby, Islamic Compliance Officer, Bahrain Sheikh Dr Mohamed Ali Elgari, Professor of Islamic Economics, KING ABDUL AZIZ UNIVERSITY, KSA Ammar Shata, Head of Product Development, NATIONAL COMMERCIAL BANK, KSA Dr Mohamed Daud Bakar, Associate Professor of Islamic Law & Member of Sharia Council (DGII), INTERNATIONAL ISLAMIC UNIVERSITY, Malaysia James Gordon Hume, Head of Islamic Finance, DIFC, UAE	12.30	Lunch	
08.50	What Is At Stake On The Road To Globalisation In The Financial Service Industry? Panellists: Brad Bourland, Chief Economist, SAMBA FINANCIAL GROUP, KSA Peter Sherman, Assistant General Manager Group, DOHA BANK, Qatar	11:55	PLENARY SESSION 2: Business Growth & Profitability Opening Remarks & Chair:	13.45	Keynote Strategists: Benchmarking Against Other Industries: Strategies For Optimising Growth In A Competitive Market Mr Akbar Albaker, CEO, QATAR AIRWAYS, Qatar (invited) Mohamed Ali Alabbar, Director General, DEPARTMENT OF ECONOMIC DEVELOPMENT GOVERNMENT OF DUBAI & Chairman, EMAAR, UAE (invited) Mishal Kanoo, Deputy Chairman, THE KANOO GROUP, UAE (invited)	
09.30	Thinking Globally Acting Locally – Cross Border Banking Balancing Globalisation Of Operations & Brands For Profitable Growth In Retail Banking Ray Ferguson, CEO, STANDARD CHARTERED, UAE			14.30	Executing Your Growth Strategy Examination Of An Organisation Which Has Selected An Innovative Route To Maximising Growth Keynote Address: Nazir Razak, CEO & Managing Director, COMMERCIAL INTERNATIONAL MERCHANT BANK, Malaysia	
10.00	Survival In An Over-banked Market: Meeting The Challenge – Bancassurance Examining When To Compete & When To Collaborate - Winning			15.00	Mergers & Acquisitions Should The Banking Industry	
15.45		16:30		17:00		

STREAM A - STRATEGY THINK TANKS

Maximising Return On Information (ROI)
Driving Business Growth By Knowing What To Do With The Information
Dave Donkin, Group Executive, Information Management, **ABSA, South Africa**

Financial Fingerprinting – Putting The Needs Of The Customer At The Heart Of Strategy
A Customer Centric Approach To Building A Business During Challenging Economic Times
Speaker TBC

Customer Satisfaction & Loyalty = Retention & Profitability
Helen Lorigan, Head of Channel & Segment Marketing,
AUSTRALIA & NEW ZEALAND BANKING GROUP (ANZ), Australia
Peter Sherman, Assistant General Manager Group, **DOHA BANK, Qatar**

Networking Reception In Exhibition Hall

STREAM B - IT ROAD MAP

Securing Customers Through Seamless Access
High Net Worth Customers Are Demanding Access To Their Portfolios When And Where They Want It. How Can Banks Embrace Technology And Integrate Their Channels To Provide Seamless Access?
Didier von Daeniken, Head of Private Banking South East Asia, **CREDIT SUISSE, Singapore**

Aligning IT Strategy With Business Strategy
Assessing Winning Strategies Which Lower Cost/Income Ratios And Increase Share-Of-Wallet
Furgan Qureshi, CEO, **KASB TECHNOLOGY SERVICES LIMITED, Pakistan**

The Shopping, The Short List And The Purchase – A Bank's Method For Selecting The Right Technology Partner
Gamal Moharam, CEO & Vice Chairman, **EGYPTIAN COMMERCIAL BANK, Egypt**

Networking Reception In Exhibition Hall



Afternoon Parallel Stream Sessions