




















08:00	Coffee & Registration
SESSION ONE: Motor Finance 2018: Where is The Market Heading?	
09:00	Chair's Welcome: Peter Cottle , Business Development Director, Startline Motor Finance 
09:10	Market overview: Learning to adapt to the ever changing marketplace <ul style="list-style-type: none"> • Current state of the market • Global trends and their impact on the motor finance market • Car banks on their way to becoming comprehensive mobility providers Dr Peter Renkel , Managing Director, Banken der Automobilwirtschaft (BDA) 
09:30	Revealed: The next operating model for the digital transformation <ul style="list-style-type: none"> • Practical guide to the Digital Operating Model • Reviewing of existing processes and comprehensive business remodelling • Cost improvement summary and business case Jeffri Shapiro , Director, White Clarke Group 
09:50	Challenges for Captives in a multi-layered environment - do you have the right building blocks? <ul style="list-style-type: none"> • Has the growth story continued? – Brief look into 2017 • Key elements of your survival kit Ulrich Bergmann , Partner, Financial Services, KPMG 
10:10	SPEAKER Q&A and PANEL DISCUSSION: Market insight, challenges and new trends of today's motor finance business <ul style="list-style-type: none"> • The impact of digitalisation on the automotive industry • How are fintech companies/tech disruptors changing the relationship with dealers, customers and the value chain within the automotive industry • The next revolution in digital processing: Smart Contracts • How to gain a competitive edge in the current market Moderator: Peter Cottle , Business Development Director, Startline Motor Finance Dr Peter Renkel , Managing Director, Banken der Automobilwirtschaft (BDA) Shaun Harris , Sales Director, Codeweavers Brendan Gleeson , Group CEO, White Clarke Group Ulrich Bergmann , Partner, Financial Services, KPMG Jörg Ziesche , Senior Director, Opel Bank GmbH <div>       </div>
10:50	Networking Coffee Break
SESSION TWO: Adapting to New Consumer Trends	
	Chair: Peter Cottle , Business Development Director, Startline Motor Finance 
11:20	Disruptive innovations in car financing <ul style="list-style-type: none"> • Reacting to disruptive tech changes – how will we keep up?

	<ul style="list-style-type: none"> • What drives digital/tech innovations? • Are you taking full advantage of industry digital transformation? • What lies ahead and how can we be ready? <p>Georg Bauer, President, Fair; Member of the Technology Advisory Board, NETSOL</p> 
11:40	<p>Increasing customer retention and yield</p> <ul style="list-style-type: none"> • Fundamentals of a best-practice renewals process • Understanding the optimal time for customers to renew • Implementing an effective process with your retailer network • GDPR - threat or opportunity? <p>Steve Fitzgerald, Global Sales Director, Chrysalis Loyalty</p> 
12:00	<p>Creating digital relationship with your customer</p> <ul style="list-style-type: none"> • What are appropriate “touch points” with a customer? • Sharing industry best practice • Captives vs independent lenders’ use of digital technology to enhance customer experience <p>James Tew, CEO, iVendi</p> 
12:20	<p>Transforming your organisation in the era of digitisation</p> <ul style="list-style-type: none"> • How should auto lenders think about customer journey re-imagination driven through digitisation? • Are there solutions where auto lenders can embrace new age technologies, without disrupting their legacy core? • A point of view on implementing digital technologies like workflows, Robotic process automation, Natural language processing technologies across the core auto lending life cycle • Creating a single source of truth on customer information, across various constituents in the auto lending cycle, be it OEM’s, dealers or financiers <p>Anu Sachdeva, SVP, Global Practice Leader - Commercial Lending & Leasing, Genpact</p> 
12:40	<p>SPEAKER Q&A and PANEL DISCUSSION: Helping your customers to prepare for challenges of tomorrow</p> <ul style="list-style-type: none"> • TCF -treating customers fairly • Making your products more transparent and customer friendly • The importance of non-digital aspect • Using digital technology to your customer benefit <p>Moderator: Peter Cottle, Business Development Director, Startline Motor Finance Georg Bauer, President, Fair; Member of the Technology Advisory Board, NETSOL Anu Sachdeva, SVP, Global Practice Leader - Commercial Lending & Leasing, Genpact Oliver Mackaness, Director, Billing Finance James Tew, CEO, iVendi Steve Fitzgerald, Global Sales Director, Chrysalis Loyalty</p>      
13:10	<p>Networking Lunch</p>

SESSION THREE: Adding Customer Value	
	Chair: Sandra Speckbacher, Director, KPMG 
14:10	F&I education and accreditation <ul style="list-style-type: none"> A successful business culture must be built on values that prioritise the best outcomes for customers Motor finance companies can play an important role in developing the necessary culture and expertise needed at a dealership level F&I Accreditation provides a platform for self-regulation to support compliance Introducing a universal kitemark will demonstrate that the motor industry is worthy of consumer trust and confidence Spencer Halil, Director, ALPHERA Financial Services UK Gerry Kouris, Marketing Manager, ALPHERA Financial Services UK 
14:30	Car as a service: Adding customer value via real-time connected vehicle data <ul style="list-style-type: none"> What are connected vehicles and what will affect their development What will the new value chain be? Vehicle relationship management From reactive to proactive customer care/management Managing driver behavior Paul Courtois, Chief Marketing Officer, Free2Move Lease 
14:50	The next wave in customer care <ul style="list-style-type: none"> Big data, machine learning, and the Internet of things connect everything with our customer Unlimited connectedness brings new possibilities and a new kind of relationship between companies and customers Public debate on privacy and legislation such as GDPR - no longer business as usual In this new world, what will taking care of our customers entail? Why should we make customer care the cornerstone of our business? Michiel Waardenburg, Product Manager, Sopra Banking Software 
15:10	SPEAKER Q&A and PANEL DISCUSSION: Ongoing changes in the marketplace through digitalisation and electrification <ul style="list-style-type: none"> Where are you moving your solutions today? The 4th revolution and impact on the industry and your customer Moderator: Sandra Speckbacher, Director, KPMG Michiel Waardenburg, Product Manager, Sopra Banking Software Paul Courtois, Chief Marketing Officer, Free2 Move Lease Spencer Halil, Director, ALPHERA Financial Services UK Piet Maes, Founder and Chief Technology Officer, Sofico     
15:40	Afternoon Coffee Break

SESSION FOUR: Adapting to the New Reality and Digital Transformation	
	<p>Chair: Andrew Denton, Chief Executive Officer, Alfa</p> <p></p>
16:10	<p>PANEL DISCUSSION: Embracing new age technologies – the role of auto finance in moving to mobility</p> <ul style="list-style-type: none"> • Financing the future of mobility - Main market growth drivers and future growth trends • The impact of the rise of rental and the demand for mobility • What are the challenges brought by the rise of carsharing and self-driving vehicles? • How auto financiers need to evolve to keep pace with fintech solutions and fast changing end customer needs? <p>Moderator: Ulrich Bergmann, Partner, Financial Services, KPMG Steve Taplin, Global Sales & Marketing Director, Alfa Anu Sachdeva, SVP, Global Practice Leader - Commercial Lending & Leasing, Genpact Simon Cadbury, Director of Strategy and Marketing, Intelligent Environments</p> <p>     </p>
16:40	<p>EXPERTS CLOSING PANEL:</p> <p><i>Hear speakers discuss a plan of action gained from the day's presentations. Panellists will discuss key take-away points from the most poignant issues at hand and debate with the audience.</i></p> <ul style="list-style-type: none"> • The challenges of asset based financing in a changing environment • How are firms adapting to emerging technologies <p>Moderator: Andrew Denton, Chief Executive Officer, Alfa Steve Fitzgerald, Global Sales Director, Chrysalis Loyalty Luke Curtis, Head of MotoNovo Commercial, MotoNovo Finance Eberhard Hackel, Senior Director EMEA, Fitch Ratings Spencer Halil, Director, ALPHERA Financial Services UK</p> <p>      </p>
17:10	Chair's Closing Remarks
19.00	Drinks Reception and Gala Dinner