

Confirmed speakers:

- **Tony Jacques**, European Fleet & Commercial Vehicle Director, **Ford**
- **Bernhard Czesla**, Director, **Toyota Kreditbank**
- **Gerry Kouris**, Marketing Manager, **BMW Financial Services**
- **Tom Wood**, CEO, **Cazana**
- **Heidi Bauer**, Founder and CEO, **fromcash2car**
- **Peter Cottle**, Business Development Director, **Startline Motor Finance**
- **Johnny Clayton**, Founder & CEO, **Oodle Finance**
- **Banken der Automobilwirtschaft (BDA)**
- **Phil Makin**, Co-Founder & Chief Commercial Officer, **HiyaCar**
- **Georg Bauer**, Chairman & Co-Founder, **FAIR**
- **Paul de Gerlache**, Senior Business Expert, Project Director, **Codix**
- **Brendan Gleeson**, Group CEO, **White Clarke Group**

08:00	Coffee & Registration
SESSION ONE: Motor Finance 2019: Past, present and future	
09:00	Chair's Welcome Peter Cottle , Business Development Director, Startline Motor Finance
09:10	Keynote: BDA <ul style="list-style-type: none"> • Evaluating key trends in the motor finance industry and what this mean for the future • Building a roadmap for future success : planning ahead to keep up with the ongoing changes in the industry • Overcoming challenges imposed from new findings and how this affects your business • Keeping on top of new developments and overcoming challenges Banken der Automobilwirtschaft (BDA)
09:30	Progressing your journey through to a fully digitalized business strategy <ul style="list-style-type: none"> • Using digitalisation to optimise customer engagement • Understanding the benefits of innovative digital solutions • Identifying the opportunities in full digitalisation and how this can add value, adhere to regulations and boost brand impact • Understanding how new technology serves the business goals and enhances relationships KPMG
09:50	The mobility revolution – how the world of motor finance is changing <ul style="list-style-type: none"> • Understanding how the mobility ecosystem is thriving in the industry and where it is headed to • Shifting of consumer preference and the emergence of autonomous vehicles and what this means to future business and strategy • Overcoming future hurdles through rethinking the traditional value chain • Gain a better understanding of technological challenges and how various systems would work in harmony Tony Jacques , European Fleet & Commercial Vehicle Director, Ford

10:10	White Clarke Group Brendan Gleeson, Group CEO, White Clarke Group
10:30	PANEL DISCUSSION: From disruption to adoption – how new technologies are leading the way in motor finance <ul style="list-style-type: none"> • Exploring new wave of technologies in the industry and how consumers use these for future finance • Outlining the implications and opportunities with disruptive technologies for the motor finance industry • Big data, artificial intelligence and block chain for motor finance – where will this be headed to? • Maximising customer centricity through the use of new technologies Sofico
10:50	Morning Coffee Break
SESSION TWO: Adapting to New Consumer Trends	
11:20	Let's dream big! Clearly and quickly connecting with consumers online <ul style="list-style-type: none"> • Leveraging technologies to maintain brand loyalty • Improve efficiency, reduce costs and keeping ongoing contact with consumer • Ensuring accurate and timely response to regulatory and market demands • Tried and tested: understanding what consumers want through on-going communication and interaction iVendi
11:40	Consumer trends: The rise of the used car market <ul style="list-style-type: none"> • Analysing consumers digital footprints • Understanding the used car market as part of the lifecycle • Understanding border implications for used car parts and what this means to your business • Forecasting for the next 2 years – where the used car market is headed to Tom Wood, CEO, Cazana
12:00	Namirial
12:20	Digitalising the online process – a consumer's journey online <ul style="list-style-type: none"> • Delivering the ultimate customer experience • Analysing consumers digital footprints • Disruptive technologies – what's new and what changes are we likely to see with new technologies • Looking to the future – where this industry is headed to and what you need to know Heidi Bauer, Founder and CEO, fromcash2car
12:40	Paul de Gerlache, Senior Business Expert, Project Director, Codix

SESSION THREE

	Navigating your way in a customer oriented society	Technology and future trends
14:20	<p>Creating a new landscape with open Banking</p> <p>Bank Tank session gives delegates the opportunity to discuss current practices and compile creative ideas for the use of innovative technologies. Facilitated by an industry expert, this session offers an opportunity to discover cutting edge practices and build your personal network.</p> <ul style="list-style-type: none"> • Opening banking opens new opportunities for consumer interaction • Achieving digital transformation of your online presence • Forecasting the future with open banking • Highlighting the advantages AI brings to your business <p>Attila de Gerlache, Senior Business Expert, Project Director, Cedix</p>	<p>Blockchain and Artificial Intelligence in Motor Finance</p> <p>Discuss current practices and compile creative ideas for the use of innovative technologies. Facilitated by an industry expert, this session offers an opportunity to discover cutting edge practices and build your personal network.</p> <ul style="list-style-type: none"> • Disruptive technologies – what's new and what changes are we likely to see with new technologies • Aligning the future online process with current business processes <p>Attila de Gerlache, Senior Business Expert, Project Director, Cedix</p>
13:20	Networking Lunch	FICO
14:40	<p>Meeting consumer expectations in the digital age</p> <ul style="list-style-type: none"> • Working with the consumer – understanding their needs • Data ethics • The invisible bank: What the bank of the future looks like <p>Gerry Kouris, Marketing Manager, Alphera</p>	<p>Legacy systems - leveraging existing systems</p> <ul style="list-style-type: none"> • Evaluating current systems and processes and selecting best options for new technologies • Gain a better understanding of technological challenges and how various systems would work in harmony • Ensuring seamless integration with all systems involved to ensure smooth working • Leveraging current systems to meet demands <p>Johnny Clayton, Founder & CEO, Oodle Finance</p>
15:05	<p>Optimising the consumer experience in the competitive landscape</p> <ul style="list-style-type: none"> • What do customers really want and need from their bank today? • Delivering the best customer experience online • Maintaining long term loyalty • Maintaining same level of customer service • Evaluating the impact on consumer behaviour 	<p>Electric vehicle finance & leasing models</p> <ul style="list-style-type: none"> • The growth of connected cars and the impact on the industry • Assessing customer care in this growing market • What changes need to be made? • Managing consumer behaviour and delivering on demand
15:30	<p>Keeping the consumer safe: Understanding GDPR</p> <ul style="list-style-type: none"> • Keeping a defensible position by planning • Protection by design – ensuring privacy as part of your framework/architecture • Using GDPR to your advantage – understanding how new regulation 	<p>Car as a Service – Financing the car of the future</p> <ul style="list-style-type: none"> • Thought leadership as an organisational strategy • Taking a more proactive and dynamic approach to managing disruption

	<p>can improve the consumer experience</p> <ul style="list-style-type: none"> Combining GDPR and AI – creating a vision for the future 	<ul style="list-style-type: none"> Retaining focus on the customer to drive success Lessons learnt and key actions
16:00	Afternoon Coffee Break	

SESSION FOUR	
16:30	Georg Bauer, Chairman & Co-Founder, FAIR
17:00	CLOSING PANEL: The future of the motor finance industry Alfa
17:35	Chair's Closing Remarks
17:40	Post-conference drinks reception
19:00	Awards welcome drinks and canape reception
20:00	Awards ceremony and gala-dinner