

MEDIA RELEASE

Singapore to Host the World's Leading Global Conference for the Credit Co-operative Industry for the First Time

Global financial industry experts share their expertise on adapting fintech innovations and power of collaboration to stay resilient and relevant in today's world

Singapore, 13 Jul 2018 - Singapore will be the first country in Southeast Asia to host the World Credit Union Conference (WCUC), a high-level global event for the credit co-operative industry, from 15 to 18 July 2018. Singapore won the rights to host the annual event in 2016.

The four-day event, which is jointly organised by the World Council of Credit Unions (WOCCU) and the Singapore National Co-operative Federation (SNCF), and supported by the Singapore Tourism Board (STB), will be attended by over 1,400 leaders from the world's leading credit co-operatives (co-ops) in 58 countries. WCUC is also the only conference that has a global focus on improving lives through credit co-operatives.

Mr Heng Chee How, Senior Minister of State for Defence and Deputy Secretary-General of NTUC, will grace the opening ceremony at the Suntec Singapore Convention and Exhibition Centre this Sunday (15 July) at 4.30pm.

Credit Co-operatives: A global social and financial force

The global credit co-operative movement plays a significant role in the world's financial ecosystem and is represented by more than 68,000 credit co-operatives across 109 countries. With assets totalling US\$1.7 trillion¹, credit co-operatives worldwide provide financial empowerment by enabling 235 million members from all walks of life to make the financial choices to improve their lives and communities.

WOCCU, through its international development and charitable arm, the Worldwide Foundation for Credit Unions, promotes financial and social inclusion. Its financial literacy and inclusion programmes across South America and Africa have helped create access to affordable financial services for disadvantaged communities. It also carries out international disaster assistance where appropriate.

At WCUC 2018, credit co-operatives worldwide will meet to discuss fintech trends, new technologies and global regulatory trends affecting the financial services industry today.

“As a global fintech hub and an important member of the global credit union movement, Singapore provides an innovative backdrop for our credit unions to exchange ideas with

¹ As of 2016

fintech experts on the adoption and adaption of technologies to enhance their products and services and discuss how the financial sector can better collaborate and learn from each other,” said WOCCU President & CEO, Brian Branch.

He added, “The conference will lay the foundation for the world’s credit unions to optimise technologies that will benefit communities and help them further their social mission to promote economic security and financial inclusion, including millions of marginalised, unbanked and underbanked consumers, by addressing the provision of quality affordable services.”

“As Asia’s leading business and financial hub, Singapore is honoured to host WCUC. Delegates will be able to tap on Singapore’s extensive business networks and strong regional connectivity to foster strong ties, share in-depth knowledge and innovative ideas, and learn from thought leaders in the industry,” said Ms Jeannie Lim, Executive Director, Conventions, Meetings and Incentive Travel, STB.

“Clinching the rights to host top-notch events like this further strengthens our reputation as a preferred destination for Meetings, Incentive Travel, Conferences and Exhibitions, and we look forward to welcoming more business events to Singapore,” she added.

Collaborating for Transformation

Chief Executive Officer of SNCF, Dolly Goh said, “Credit co-operatives, with a unique not-for-profit business model focusing on a social mission, provide a viable, sustainable alternative to commercial financial institutions. Collaboration is key to its endurance, and through collaboration, credit co-operatives can also increase the adoption of the co-op business model to benefit societies around the world.”

In Singapore today, there are 23 credit co-operatives providing about 140,000 members with access to quality and affordable financial solutions.

She added, “SNCF and WOCCU have been working closely together to strengthen the credit co-op landscape in Singapore, which has existed for over 90 years. From helping local credit co-ops address new prudential requirements announced in 2009, WOCCU also recommended internationally renowned consultants to bid for a joint study of the Singapore credit co-operative landscape by SNCF and the Registry of Co-operative Societies last year. SNCF is pleased to co-host this conference with WOCCU, which not only illustrates our good working relationship, but also to strengthen cooperation among credit co-operatives worldwide through sharing and learning experiences and ideas to stay resilient and relevant in today’s world.”

WCUC: Connecting with leading business minds worldwide

In addition to credit co-operative leaders, speakers and attendees at this year's WCUC include industry professionals, regulators, technologists, entrepreneurs and market experts throughout the financial service sector.

Keynote speakers include fintech expert and best-selling author, Chris Skinner, voted one of the most influential people in financial technology by the Wall Street Journal's Financial News; award-winning futurist Shivvy Jervis, one of Europe's 30 leading women in tech; and Ron Kaufman, a global thought leader on customer service.

Local speakers include Dr Ang Hak Seng, Executive Director, Registry of Co-operative Societies (RCS); and Chia Hock Lai, President of the Singapore Fintech Association (SFA); and local fintech experts.

Agenda topics can be broadly categorised as:

- Fintech innovations including blockchain, cryptocurrency, digital payments and artificial intelligence, including accessible technology for credit unions that may not necessarily have the budget for big IT investments
- Diversity and financial inclusion, from the working poor to the broad population
- Cybersecurity and cybercrime
- Global regulatory trends affecting the financial services industry and how credit unions can benefit from them
- Enhancing the customer experience and creating the best value for customers

WCUC 2018 will also present the inaugural Diversity & Inclusion Conference Programme by the Global Women's Leadership Network (GWLN) and World Council Young Professional Programme (WYCUP) dedicated to advancing women and young leaders across the global credit co-operative movement. Through a networking luncheon and breakout sessions, the aim is to promote diversity, inclusive leadership in credit co-operatives and growing and retaining young leadership talent.

Refer to Annex A on the WCUC programme and conference sessions synopses.

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About Singapore National Co-operative Federation

The Singapore National Co-operative Federation (SNCF) is the apex body of Singapore's Co-operative Movement, and secretariat of the Central Co-operative Fund (CCF). Formed in 1980 with the aim of championing Singapore's Co-operative Movement, the apex body represents 99% of co-operative members in Singapore through its 66 affiliated co-operatives. Today, the Movement boasts a base of more than 1.4 million members. SNCF aims to promote and develop co-operatives as sustainable enterprises that address social and economic needs through the co-operative principle of self and mutual help, so as to foster a more resilient society. SNCF is a member of the International Co-operative Alliance (ICA) and the World Council of Credit Unions (WOCCU). For more information, please visit www.sncf.coop.

World Council of Credit Unions

World Council of Credit Unions is the global trade association and development agency for credit unions. World Council promotes the sustainable development of credit unions and other financial cooperatives around the world to empower people through access to high quality and affordable financial services. World Council advocates on behalf of the global credit union system before international organizations and works with national governments to improve legislation and regulation. Its technical assistance programs introduce new tools and technologies to strengthen credit unions' financial performance and increase their outreach. World Council has implemented 300+ technical assistance programs in 89 countries. Worldwide, 68,882 credit unions in 109 countries serve 235 million people. Learn more about World Council's impact around the world at www.wocccu.org.

ANNEX A – World Credit Union Conference 2018 Programme

Venue: Suntec Singapore Convention and Exhibition Centre

Time	Programme
15 July 2018, Sunday	
4.30pm - 6.00pm	<p>Opening Ceremony</p> <p>GOH: Mr Heng Chee How, Senior Minister of State for Defence and Deputy Secretary-General of NTUC</p>
16 July 2018, Monday	
9.00am - 10.30am	<p><u>The Future of Financial Services</u></p> <ul style="list-style-type: none"> • Digital is not banking-as-usual, cheaper and faster with technology, but a complete rethinking of banking • Rethinking banking starts with customer-centricity and building a digital business model from there • A digital business model comprises front-office apps connecting to back-office analytics through APIs in a marketplace of many players • Banks will be forced to open their operations to this marketplace of players through APIs, and it will also force a conversion of core systems because of AI for back-office analytics and Distributed Ledger Technology (DLT) for global operations • There are further fundamental changes developing in Asia and Africa that are not just rethinking banking, but reinventing everything - these developments shine the light on the future of digital financial operations and Ant Financial, a Chinese technology firm that offers digital finance, shows the way • Bottom-line: attendees need to rethink their businesses to be fit for the future digital age, and this presentation takes them through the what, where and how to do it <p>Speaker: Chris Skinner, Fintech Consultant & Best-Selling Author (Keynote speaker)</p>
11.00am - 12.15pm	<p><u>Cybersecurity as a Business-Enabler</u></p> <p>Too often there is a mystique surrounding cybersecurity as an advanced IT function. Leaders often relegate cybersecurity risks and solutions to the technical team without providing appropriate oversight or insight into organisation risk appetite to guide cybersecurity decisions. This session will provide an overview of leadership responsibilities when it comes to handling cybersecurity as an enterprise risk. Attendees will leave the session with an understanding of cybersecurity for operational resilience and questions to ask their cybersecurity teams to ensure the organisation is aligning their cybersecurity needs with their business objectives.</p> <p>Speaker: Summer Fowler, Technical Director, Cybersecurity Risk & Resilience</p>

Blockchain Demystified

In this session we will explore:

- What is Blockchain?
- History of Blockchain
- What will it be used for in the future?
- AI and how it can help optimise Blockchain technology
- How this technology can help Credit Unions

Attendees will be able to see the benefits of employing this technology to reduce workload and costs, streamline value-add for their members and ensure regulatory compliance is maintained.

Speaker:

Aonghus O’hEocha, *Managing Director, GIRT*

Underground Leadership, Challenging the Status Quo

Mitchell Stankovic and Associates has created an Underground Community of credit union leaders that is innovative, inspiring and recognised for its impact on the industry. This session will encourage attendees, as leaders, to engage in challenging discussions about politically incorrect issues, that to date, have been off the record. It is time to put these issues on the table, to step out of your comfort zone, and to challenge the status quo. Credit unions can be the super heroes and game changers. The Underground Community is stirring things up and that’s okay. To be relevant, we must unite for a common purpose! It is time to have a dialogue about belief in solidifying our credit union community. Topics that will be explored include One Voice, Small Credit Unions may be the Giants, Diversity and Financial Inclusion.

Speakers:

- **Susan Mitchell**, *CEO, Mitchell Stankovic & Associates*
- **Paul Norgrove**, *CEO, Police Credit Union*
- **Miriam De Dios Woodward**, *CEO of Coopera and Senior Vice President of Affiliates Management Company (Holding Company of the Iowa Credit Union League)*
- **Elenita San Roque**, *CEO, Association of Asian Confederation of Credit Unions*
- **Patsy Van Ouwerkerk**, *Consultant, Mitchell Stankovic and Associates*
- **Brandi Stankovic**, *Managing Partner and Cofounder, Mitchell Stankovic & Associates*

Regulation in the 21st Century

International standards and standard-setting organisations – such as the Basel Committee on Banking Supervision, Financial Action Task Force, Financial Stability Board, European Union, International Monetary Fund, World Bank, and others – are increasingly influencing national-level regulations for credit unions and other mutual depository institutions. Learn how this trend of international standardisation is affecting mutuals around the world and what it means for upcoming changes to your institution’s regulatory environment.

	<p>Speakers:</p> <ul style="list-style-type: none"> • Pawel Grzesik, <i>Board Representative for Parliament and International Relations, National Association of Cooperative Savings and Credit Unions</i> • Kelly Harris, <i>Vice President, FirstOntario Credit Union</i> • Michael Lawrence, <i>CEO, Customer Owned Banking Association</i> <p><u>Recruitment and Retention Strategies</u></p> <p>The future of the Credit Union Movement is young talent. Youth in the movement, not only can help shape and lead our organisations, but they are the key to recruiting and retaining younger members. This session will address how your organisation can be more efficient and effective in recruiting young leaders and on-boarding them once hired. As important, if not more important, it will also address factors that are important in your desire to retain young leaders. What was important to the baby boomers in the past is not what the Gen X, Y and Z are looking for.</p> <p>Speaker: Tyler Valentine, <i>President & CEO, Laramie Plains Federal Credit Union</i></p>
<p>1.45pm – 3.00pm</p>	<p><u>How to Drive Results from Your Data Analytics</u></p> <p>Your Credit Union has lots of data, now what? Join John to learn how to create a data strategy, how to use data to challenge conventional wisdom, and how to foster the data driven culture that will lead your organisation to success and scaled growth.</p> <p>Speaker: John Best, <i>CEO, Best Innovation Group</i></p> <p><u>Leading Successful Organisational Transformations: A Case Study</u></p> <p>Founded in 1972, Bank First is one of Australia’s larger customer-owned banks. This case study will outline a multi-year transformation programme to position Bank First for a changed world with particular emphasis on digital and millennials whilst retaining the core values and ethos of mutuality. Long-standing CEO, William Wolke, and Director, Professor Karen Starr, will chart the transformation journey and the major learnings that arose, including:</p> <ul style="list-style-type: none"> • Brand change • Working with Fintechs • Leadership at Executive and Board level • Relevance of ‘mutuality’ • Understanding of the rationale, preparation, timing, execution and monitoring of major change • Learn essential leadership behaviours and practices for successful change <p>Speakers:</p> <ul style="list-style-type: none"> • William Wolke, <i>CEO, Bank First</i> • Professor Karen Starr, <i>Board Director, Bank First</i>

	<p><u>Blockchain – the Future of Financial Inclusion</u></p> <p>Speaker: Anson Zeall, <i>Chairman, ACCESS (Singapore’s Cryptocurrency and Blockchain Industry Association)</i></p> <hr/> <p><u>Innovation in Regulation</u> Prudential regulations for credit unions and other mutual depository institutions in some jurisdictions have been updated in recent years, such as allowing new investment options or supervisory approaches. Learn about the cutting-edge changes to mutual depository institutions’ rule books in Australia, Canada and Singapore that are helping mutuals blaze new frontiers.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Dr Ang Hak Seng, <i>Commissioner of Charities, Ministry of Culture, Community and Youth (MCCY) Charities Unit (Executive Director, Registry of Co-operatives, MCCY)</i> • Kelly McGiffin, <i>CEO, FirstOntario Credit Union</i> • David Taylor, <i>CEO, G&C Mutual Bank</i> <hr/> <p><u>Inclusive Leadership: Why Diversity and Inclusion Matter</u></p> <ul style="list-style-type: none"> • Learn the benefits of both the business case and moral argument for building diverse and inclusive teams • Learn how to begin designing a Diversity & Inclusion strategy for your organisation <p>Speakers:</p> <ul style="list-style-type: none"> • Niki Sharma, <i>Board of Director, Vancity</i> • Angela Russell, <i>Vice President, CUNA Mutual Group</i> • Elenita San Roque, <i>CEO, Association Asian Confederation of Credit Unions</i>
<p>17 July 2018, Tuesday</p>	
<p>9.00am – 10.30am</p>	<p><u>What’s Next for the Digital Economy</u> The digital economy is experiencing skyrocketing growth – that of twice the rate of the wider economy – and is driving transformative impact. How will your sector capitalise on this to extract meaningful value, both within your organisation and for your consumers?</p> <p>Shivvy's talk will cover what 'digital transformation' means for you, and critically, how you can be agile and truly responsive to it. Some of the areas you can expect to hear about include:</p> <ul style="list-style-type: none"> • Future Forms of Security – How can enterprise and consumers go beyond traditional forms of passwords towards unusual measures of security? • Emotive AI – Exploring fascinating innovation within artificial intelligence that take this concept from being clever algorithms and software to more emotionally aware forms of AI.

	<ul style="list-style-type: none"> Predictive Data & Blockchain – Tapping into big, small and micro data to anticipate and pre-empt the needs of businesses and customers, and the true value of blockchain for the credit union industry. <p>Speaker: <i>Shivvy Jervis, Award Winning Futurist (Keynote speaker)</i></p>
11.00am – 12.15pm	<p><u>Cryptocurrency and Credit Unions: Disruption or Collaboration?</u></p> <p>Speaker: <i>Anson Zeall, Chairman, ACCESS (Singapore’s Cryptocurrency and Blockchain Industry Association)</i></p> <p><u>Modern Corporate Innovation: Why, What and How</u> “Innovation,” “disruption,” “agile” and other buzz words are used everywhere these days. Innovation started among entrepreneurs and around the edges of the business world but is now rapidly becoming the major focus for mainstream companies and corporations.</p> <p>This session will explore some of the larger questions and concepts around corporate innovation. Why is innovation growing in importance? What exactly is innovation? How are companies building innovation into their organisations? This session will provide an overview about corporate innovation as well as specific concepts to consider when exploring innovation in your organisation.</p> <p>Speaker: <i>Dan Kaiser, Senior Vice President, CUNA Mutual Group</i></p> <p><u>Transforming a Credit Union – the Challenge of Leadership</u> Savvi Credit Union is the second largest credit union in Ireland. In 2013, Savvi Credit Union (formerly St Patricks Credit Union (ESB Staff)) undertook a major new strategy to transform the Credit Union. This entailed deep engagement with members and the creation and execution of a major business transformation programme. This presentation delivered by Robert Cooper, CEO of Savvi, will tell the story of the journey of the transformation – a journey Savvi is still on. Learn the keys to successfully implementing a digital transformation within a financial institution and how to maximise investments.</p> <p>Speaker: <i>Robert Cooper, CEO, Savvi Credit Union</i></p> <p><u>Mortgage Lending</u> The mortgage lending business is changing around the world as a result of the recent finalisation of Basel III risk-based capital rules and national-level measures to address perceived home-price bubbles in cities such as Sydney, Toronto and Vancouver. Learn about recent international and national-level developments in mortgage lending regulations and how they affect your institution’s operations and capital requirements.</p>

	<p>Speakers:</p> <ul style="list-style-type: none"> • Martha Durdin, CEO, Canadian Credit Union Association • Kevin Potter, COO, Heritage Bank Limited • Ed Farrell, CEO, Irish League of Credit Unions <hr/> <p><u>Elevating Women in Credit Unions: 10 Steps for Board Members, CEOs and Emerging Leaders</u></p> <p>This session will present the credit union industry's first international guide, offering strategic solutions for organisations to rethink how they recruit, develop and promote women. This unique brief provides a 360-angle of how boards, CEOs, and individuals can advance women into leadership positions.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Stacey Walker, Voluntary Board Director, XCEL Federal Credit Union • Pat Duffield, Board of Director, Credit Unions Atlantic Canada • Carla Cicero, President & CEO, Numerica Credit Union • Lynn Heckler, Chief Talent Officer, PSCU
<p>1.45pm-3.00pm</p>	<p><u>Digital Disruption: Credit Unions Pay-Day Lending Worldwide</u></p> <p>Credit unions everywhere are faced with the challenge of serving clients with limited credit history and ambiguous income sources. These prospective members often fall into the trap of over indebtedness at usurious rates to predatory pay-day lenders claiming 600% APR or more. In established financial markets, it's the corner pay-day lender. In emerging markets, its new fintech platforms and international payment schemes are chasing opportunities to be the next "Uber" of microcredit.</p> <p>The unintended consequence of excessive debt can be a transfer of wealth from the poorest to the wealthiest. Credit unions have an opportunity and a duty to respond. Learn from the digital revolution of 'Inclusive Banking' on how to serve the whole community leveraging fintech to defend against dis-intermediation and serve the community with quality affordable services.</p> <p>Temenos and Software Group are leading global digital payers in core banking, digital channels and cloud-based fintech with more than 2,000 clients in over 120 countries. This session will discuss accessible technology for credit unions that need a digital strategy but don't have the budget for big IT investments.</p> <ul style="list-style-type: none"> • Understand the impact of fintech platforms such as AliPay, IOS and Android mobile payments, MNOs, PayPal and others, and their impact on credit unions and members. • Discuss ways to leverage relationships with fintech to reach people in the wider community with thin credit files, ambiguous incomes, and circumstances that create a market for usurious payday lenders and platform credit <p>Speakers:</p>



- **Murray Gardiner**, *Senior Manager, Temenos*
- **Kalin Radev**, *CEO, Software Group*

Easy is the New “Nice” – Understanding Your Customer and Member Journey

Consumers are no longer satisfied with “nice” – in a time when attention spans and tolerance levels are at near-zero, your credit union must also be easy to use. In this case study-based session on Customer and Member Journey, we will illustrate how financial institutions around the globe have found new ways to really understand the experiences that their members go through. Based on research from the Harvard Business Review, the lower the effort your customers have to give, the more loyal they are to your business. So how do you understand and improve on customer effort? In this session we’ll look at strategies including:

- Benchmarking and measuring current customer and member effort
- Documenting the journey your customers and members go through to really see their experience
- Developing a future state view of how you’d like to improve the overall experience and an ease-of-use strategy
- Live observational research where you see the experience through your customers’ eyes
- Attendees will come away with ideas that transcend geographic location for creating an experience that will retain members, grow share and attract new business
- See a new view on understanding and measuring the experience their members actually go through, not just the experience the financial institution intends for them to have.

Speaker:

Cortney Angeley, *Impact Director, Filene Research Institute*

Grassroots Advocacy

Effective advocacy is essential for credit unions and other mutual depository institutions at any stage of development because the stroke of a pen can radically change the rules of the game. Policymakers need to understand the vital role that mutuals play in their communities in order to secure support for mutuals’ legislative and regulatory priorities. This session will focus on how to structure an effective grassroots advocacy programme at the local, regional or national level to influence policymakers and shape laws and regulations in a favourable manner for mutuals.

Speakers:

- **Ryan Donovan**, *Chief Advocacy Office, Credit Union National Association*
- **Michael Edwards**, *Vice President for Advocacy, General Counsel of World Council of Credit Unions*
- **Gerry Thompson**, *Vice President, Irish League of Credit Unions*

	<p><u>Current and Future Cyber Threats to Credit Unions</u></p> <p>The cyber threat landscape continues to evolve. In this session, attendees will learn about the latest methods that cyber criminals and other threat actors are employing to defraud or disrupt credit unions and their members. Mr Nelson will provide an anatomy of a typical cyberattack along with case studies on account takeover, denial of service, and data breaches. He will also take a look at potential future cyber threats to the credit union industry like destructive malware and steps the industry is taking to protect itself in anticipation of those threats becoming reality.</p> <p>Speaker: William B. Nelson, <i>President & CEO, Financial Services Information Sharing and Analysis Center</i></p> <hr/> <p><u>FinTechs: Partners or Disruptors</u></p> <p>This session will address using fintechs as partners rather than viewing them as disruptors. The session will provide insights from a panel of Singapore-based experts leading fintech initiatives in the areas of wealth management, analytics, blockchain and regtech. Their presentations will be followed by a panel discussion moderated by Mr Chia Hock Lai, President of the Singapore Fintech Association, to address how financial institutions can leverage fintechs to assist in expanding their product and service offerings to their members.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Chandrima Das, <i>CEO, Bento</i> • Olivier Berthier, <i>CEO and Co-Founder, MoneyThor</i> • Dr Ernie Teo, <i>CTO, JedTrade</i> • Chye Kit Chionh, <i>Managing Director and Co-Founder, Cynopsis Solutions</i> • Paul Qi, <i>CEO, OKChexian and Global Risk Exchange</i>
<p>18 July 2018, Wednesday</p>	
<p>9.00am – 10.15am</p>	<p><u>Digital Payments at Low-Cost, Low-Risk, Max Return</u></p> <ul style="list-style-type: none"> • <i>Share live digital payments stories</i> – Panellists are launching digital payments using blockchain and other innovations, expanding current member services and reaching new members. Learn how heavy competition from fintechs offering competitive services is heightening the urgency to protect their members. • <i>Transform the global economy</i> – The Gates Foundations’ Level One principles for payments are altering the lifeblood of the global economy to benefit the poor and underserved. This vision supports inclusive, interoperable digital economies with open-loop, real-time and “push” only systems, same-day settlement and shared fraud management. These principles are playing out in real life in Gates’ active pilots worldwide. • <i>Shape the future</i> – Learn how credit union networks are uniquely placed to host cross-border remittances. <p>Speakers:</p>

- **Megan O'Donnell**, *Director, World Council of Credit Unions*
- **Pawan Bakshi**, *Senior Program Officer (Financial Services for the Poor) Bill and Melinda Gates Foundation*
- **Tony Del Fierro**, *Senior Vice President and Chief Technology Officer, Sound Credit Union*
- **Sylvia Paraguya**, *CEO, National Confederation of Cooperatives*
- **Bryan Schneider**, *CTO, Modus Box*

Combating Financial Crime

Credit unions and other mutual depository institutions around the world are subject to anti-money laundering and countering the financing of terrorism (AML/CFT) and data security requirements that are intended to prevent abuse of the financial system. This panel will provide updates on recent developments to international AML/CFT guidance and cybersecurity rules, including the European Union's General Data Protection Regulation (GDPR), that help combat financial crime.

Speakers:

- **Andrew Price**, *Regulatory Counsel, World Council of Credit Unions*
- **Lucy Castledine**, *Head of Department for Retail Lending in the Supervision, Financial Conduct Authority*

He for She: Engaging Men in Inclusion & Diversity

To move the needle in gender parity, we need commitment and the participation of everyone. As men currently lead much of credit unions worldwide, their sponsorship is critical to shaping future change. This panel will highlight how men can serve as change agents in their organisations and lead by example. Learn specific strategies for engaging men in your organisation's effort to promote inclusion and diversity.

Speakers:

- **Steven Stapp**, *President and CEO, Unitus Community Credit Union*
- **Manfred Dasenbrock**, *Chairman, Confederação Interestadual das Cooperativas Ligadas ao SICREDI (SICREDI)*
- **George Ombado**, *CEO, African Confederation of Co-operative Savings and Credit Association (ACCOSCA)*
- **Gadwin Handumon**, *CEO, Paglaum Multi Purpose Cooperative*

Partnering with Fintechs and Why You Might Fail

Nowadays everyone is talking about partnering with Fintechs, but what does that actually mean? In a world of rapid change and advancing technology, partnering with the right companies and approaching technology projects with the right framework can mean the difference between success and failure. Companies with limited resources cannot afford to make big mistakes, so identifying potential threats and being clear on the value proposition will help you to make better choices as you navigate your organisation's technology roadmap. Challenges will be encountered with any partnership, so identifying them and engaging stakeholders in difficult conversations earlier on in the project can be an effective approach to



	<p>maximising the potential for success. Large-scale IT projects have a history of being difficult to manage and failing to deliver on the intended value proposition, so addressing these realities will equip your teams to more effectively implement change across your organisation.</p> <ul style="list-style-type: none"> • Gain a deeper understanding of the challenges associated with complex technology projects. • Identify opportunities to improve the implementation of new technologies within your organisation. <p>Speaker: Jeffrey Erickson, <i>Vice President and Corporate Services & Chief Financial Officer, Canadian Credit Union Association</i></p>
<p>10.45am – 12.30pm</p>	<p><u>Achieving Service Excellence with People and Fintech Working Together</u></p> <p>Speaker: Ron Kaufman, <i>Global Thought Leader on Customer Service (Keynote speaker)</i></p>