

## Open Forum on Open Banking and Digital Transformation

“Moving forward on the digital journey – which payment methods will win the hearts and minds of the customer? Will we still need cash...?”

**24 October 2019, 9:00 to 17:00 CET**

Holiday Inn Amsterdam Arena Towers (Bijlmer area)  
Hoogoorddreef 66a, 1101 BE Amsterdam, Netherlands

### Agenda

#### Arrival:

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| 9:00 | Registration and Coffee                |
| 9:30 | Welcome and opening remarks by the EBA |

#### Speakers:

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| 9:45  | <b>Framing the topic</b> <ul style="list-style-type: none"><li>• Mounaim Cortet, Senior Manager Strategy, Innopay</li></ul>                        |
| 10:15 | <b>A bank's view</b> <ul style="list-style-type: none"><li>• Mark Buitenhek, Global Head of Transaction Services, ING</li></ul>                    |
| 10:45 | Coffee break   |
| 11:15 | <b>The corporate perspective</b> <ul style="list-style-type: none"><li>• Robert Herzig, Director Customer Payments and Finance, Metro AG</li></ul> |

#### Panel discussion:

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| 11:45 | <b>Payment methods – what to expect in the future? Issues and Opportunities</b> <ul style="list-style-type: none"><li>• With speakers from ING, Innopay, Mastercard, Metro and TIS</li><li>• Moderated by Kate Pohl, Facilitator for the EBA</li></ul> |
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#### Lunch and networking:

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| 12:45 | Buffet Lunch |
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#### Break-out sessions:

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| 14:20–15:00 | <b>How will the payment process of the future be supported? (AI, Cloud, Technology....)</b><br>Each session will be repeated three times to allow for a higher level of interaction.                                      |
| 15:10–15:50 | Breakout sessions will be led by <b>Mastercard, TIS and Metro</b> , to discuss actual use cases and/or examples. <ul style="list-style-type: none"><li>• Erol Bozak, CTO, TIS (Treasury Intelligence Solutions)</li></ul> |
| 16:00–16:40 | <ul style="list-style-type: none"><li>• Alireza Dorfard, Division Lead Mastercard Data &amp; Services, DE &amp; CH</li><li>• Robert Herzig, Director Customer Payments and Finance, Metro AG</li></ul>                    |

#### Wrap-up:

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| 16:45 | <b>A short recap of the take-aways from the day</b><br>Preview of the topic, date and location of our next Forum |
| 17:00 | End of Open Forum  |