

08:00 am - 09:00 am	Registration with welcome tea
09:00 am - 09:05 am	Recitation from the Holy Qura'an and National Anthem
09:05 am - 09:10 am	Welcome & Opening Remarks: Hamza Wasi Hashmi - CEO, TerraBiz
09:10 am - 09:15 am	Introductory Speech: S. M. Shabbar Zaidi - Senior Partner, A.F.Ferguson & Co. Chartered Accountants (a member firm of the PwC network)
09:15 am - 09:30 am	Keynote Speech: Nadeem Hussain - Founder & Coach, Planet N Group of Companies and ex-CEO of Tameer Bank and EasyPaisa
09:30 am - 10:30 am	Presentations + Panel Session: Digital Economy & Financial Inclusion - Expanding outreach through digital financial services - Supporting regulatory and legislative landscape - National digital talent incubation - Penetrating the digital value chain beyond banking - Financial and digital literacy programmes Panelists: Mohammad Zubair - Governor of Sindh (Chief Guest) Jameel Ahmad - Deputy Governor, State Bank of Pakistan (Guest of Honor) Syed Salim Raza - Former Governor, State Bank of Pakistan Moderator: Atif Bokhari - Senior Banker and Ex-CEO, UBL Address by the Chief Guest, Mohammad Zubair - Governor of Sindh Plaque distribution
10:30 am - 11:00 am	TEA / COFFEE & NETWORKING BREAK
11:00 am - 11:10 am	Presentation: Globalising Fintech Veqar ul Islam - Director & CEO, Jaffer Business Systems
11:10 am - 11:45 am	Transformational Keynote: "Singapore's DBS Bank Success Story" - <i>The World's Best Digital Bank</i> Robin Speculand - Global Pioneer and Expert in Strategy Implementation (Singapore)
11:45 am - 12:35 pm	CEO Perspective: Setting up Digital - Disrupting from within - Digital maturity and readiness - Creating the digital vision and strategy - Finding and nurturing the digital talent - Navigating a culture of innovation, transforming entrenched mindsets and business models - Reinventing customer journey and experience - New Age Metrics for the Digital World Panelists: Nauman Ansari - President and CEO, Bank Alfalah Limited Yousaf Hussain - President & CEO, Faysal Bank Limited M. Mudassar Aqil - CEO, FINCA Microfinance Bank Dr. Sono Khangharani - CEO, Thardeep Microfinance Foundation Session Chair & Moderator: Nadeem Hussain - Founder & Coach, Planet N Group of Companies
12:35 pm - 01:05 pm	International keynote speaker from PwC Roberto Tavano - Global Expert and Senior Advisor, Digital Transformation, PwC
01:05 pm - 02:00 pm	LUNCH & PRAYERS BREAK
02:00 pm - 02:15 pm	Address by the Session Chair: The Regulatory Support Required to Go Digital Syed Irfan Ali - Executive Director, Banking Policy & Regulations Group, State Bank of Pakistan
02:15 pm - 03:00 pm	Recreating Customer Relationships - Re-mapping customer journeys using Design Thinking - Growing use of Data Sciences to leverage Big Data - Harvesting loyalty through differentiated Customer Value Propositions - Bringing back office capabilities up the curve Panelists: Aamir Irshad - Head Branch Banking, Habib Bank Limited Mehreen Ahmed - Group Head Retail Banking, Bank Alfalah Limited Nassir Salim - GM Global Operations, Habib Bank Limited Tahir Rizavi - Head, Innovation & Analytics, Faysal Bank Limited Tughral A T Ali - Business Head, Branchless Banking, FINCA Pakistan Moderator: Syed Faraz Anwer - Partner, Business & Risk Consulting, A.F.Ferguson & Co. Chartered Accountants (a member firm of the PwC network) Plaque distribution by the Session Chair Syed Irfan Ali - Executive Director, Banking Policy & Regulations Group, State Bank of Pakistan
03:00 pm - 03:45 pm	Smart Data - Unlocking Big Data Value - Driving customer insights & business performance through big data solutions Panelists: Abid Zaidi - Country General Manager, Microsoft Kamal Ahmed - Chief Corporate Affairs Officer, Telenor Pakistan Saqib Ahmad - Country Managing Director, SAP Kashif Gaya - Head, E-Banking, Faysal Bank Limited Session Chair & Moderator: Veqar ul Islam - Director & CEO, Jaffer Business Systems
03:45 pm - 04:30 pm	Experience Centers, Robotics and AI, Blockchain and the Cloud - Digital accelerators and experience centers - fad or fab? - Potential for AI - Customers' technology interactions and behavioural changes - Finding the balance between AI and human interaction across chat/audio/video channels - How far are we from open banking? - Blockchain: Learnings, readiness, space and options in Pakistan - Building from the ground up on purpose-built, cloud-based technology - Cloud banking in the data technology era Panelists: Abrar Mir - Chief Innovation & Financial Inclusion Officer, Habib Bank Limited Aamir Matin - Head, Technology Strategy, Habib Bank Limited Yahya Khan - Chief Digital and Branchless Banking Officer, Bank Alfalah Limited Sohail Aziz Awan - Chief Digital Banking Group, Allied Bank Limited Javed Yousuf Edhi - Group Head, Digital Bank & Innovation, Silkbank Session Chair & Moderator: Shahzad Shahid - CEO, TPS
04:30 pm	Closure followed by refreshments