



techUK
FOR WHAT COMES NEXT

Open Finance and Inclusion Summit

20 April 2021

@techUK | #techUKFSISummit

Welcome



I am delighted to welcome you all to the techUK Open Finance and Inclusion Summit. We are looking forward to an afternoon of fascinating keynotes, plenary sessions and breakouts.

Speakers and delegates will be exploring the use cases and opportunities to unlock the value of data within the financial services sector, and particularly how to extend open banking principles to give consumers and businesses more control over a wider range of their financial data.

The summit will also examine how we can come together to deliver solutions which increase financial inclusion and help to build an inclusive economy, whilst harnessing the power of digital transformation for all.

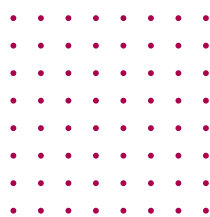
I would like to welcome our speakers and thank them all for joining us today, we look forward to hearing their views and insights. I would also like to thank our sponsors LexisNexis Risk Solutions and Globant for supporting this summit.


We hope that you all enjoy today's session, please do make sure to share your thoughts and views using the Q&A function and please do continue these conversations online using #techUKFSISummit.

A handwritten signature in black ink, which appears to read 'Julian David'. The signature is stylized and fluid.


Julian David
CEO, techUK

Agenda

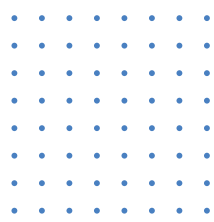


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| 13:10 | Welcome Julian David, CEO, techUK |
| 13:15 | Keynote address Lord Holmes of Richmond MBE |
| 13:30 | Keynote address Ron Kalifa OBE, Chairman, Network International |
| 13:45 | Panel session: Open Finance, the next step for the industry Powered by: Globant  This session will examine the evolution of open banking, up to the new open finance frontier, with speakers addressing their experiences of innovation in their respective financial sectors. Open finance will extend Open Banking principles to give consumers and businesses more control over a wider range of their financial data, such as savings, insurance, mortgages, investments, pensions and consumer credit. It has the potential to deliver transformative benefits for consumers and open finance participants alike. But how far is there to go to deliver Open Finance and what are the most striking benefits/use cases? And how do we go about taking the next steps? Chair: Louise Beaumont, Chair of techUK's Open Finance and Payments Working Group > Ian Searle, Manager – Open Finance, Financial Conduct Authority > Joshua Fernandes, Product Owner – Open Banking, Revolut > Jason O'Shaughnessy, Head of International, Investnet Yodlee > Ghela Boskovich, Head of Europe for the Financial Data and Technology Association, Founder of FemTechGlobal™ > Vikas Krishan, Managing Director Growth and Clients and Head of Financial Services, Globant |

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|-------|--|--|
| 14:35 | <p>Keynote address Bill Roberts, Head of Open Banking, Competition and Markets Authority</p> | |
| 14:50 | <p>Break</p> | |
| 15:05 | <p>Breakout 1: Looking ahead: Open Finance in an Open Data ecosystem</p> <p>The principles for Open Banking extended to other sectors of the financial services could bring to reality many interesting use cases. Going beyond and looking ahead, Open Data could create invaluable cross-fertilisation through secure trusted data mobility in a fulfilled digital economy.</p> <p>Chair: Alessandra Baldacchino, Policy Manager, Data, Cloud and AI, techUK</p> <ul style="list-style-type: none"> > Orsola De Marco, Head of Innovation, ODI > David Price, Director, UKCloudHealth > Lucy Eyre, Principal Economist, Ofcom > Harriet Egdell-Page, Economic Adviser, Department for Business, Energy and Industrial Strategy | <p>Breakout 2: Increasing accessibility of Financial Services</p> <p>How can we harness technology to enable all customers to access financial services? What can technology offer to allow financial services providers to design and delivers services that are accessible for all?</p> <p>Chair: Angus McFadyen, Partner, Pinsent Masons</p> <ul style="list-style-type: none"> > Rick Kirkham, Founder and Managing Director, Customer Touch Point > Mark Applin, Co-Founder, Signly > Dr Liz McFall, Director of Data Civics and Chancellor's Fellow, Edinburgh University > Phil Gosset, Head of Innovation, Nationwide Building Society |
| 15:45 | <p>Break</p> | |

| | |
|-------|---|
| 15:55 | <p>Keynote address</p> <p>David Beardmore, EcoSystem Development Director, Open Banking Implementation Entity</p> |
| 16:05 | <p>Keynote address</p> <p>Siobhan Costello, General Counsel, Fidel</p> |
| 16:20 | <p>Panel: Financial Inclusion, how to unlock digital finance for all</p> <p>Powered by:  LexisNexis RISK SOLUTIONS</p> <p>The panel will seek to establish how the United Kingdom can deliver better financial services for all. What are the current issues and how can we address them? In the context of the economic recovery and the impact of COVID-19, financial inclusion is key to ensuring we deliver inclusive growth for everyone across the regions and nations. From vulnerable customers to the gig economy and SMEs the spectrum and needs are diverse and wide. How can technology help customers get the best products for their needs, get tailored advice and move between products more easily? What are the use cases and how can we bring them to life?</p> <p>We will discuss the role of fintech in inclusion, highlighting the fundamental role of technology to providing improved financial services for all. How fintech can increase inclusion and access to financial services for all, leaving no one behind.</p> <p>Chair: Eddie Keal, Industry Leader, Financial Services, IBM UK & Ireland</p> <ul style="list-style-type: none"> > Faith Reynolds, Director, Devon Fields Consulting > Nina Kerkez, Director, Consulting, LexisNexis Risks Solutions > Jill Docherty, UK&I Head of Business Development, Visa > Bim Afolami, MP for Hitchin & Harpenden |
| 17:00 | Closing remarks |

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By bringing clarity to information, we ultimately help make communities safer, insurance rates more accurate, commerce more transparent, business decisions easier and processes more efficient.

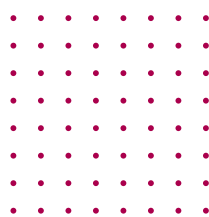
Find out more at risk.lexisnexis.co.uk



We are a digitally native company that helps organizations reinvent themselves to create a way forward and unleash their potential. We are the place where innovation, design and engineering meet scale. We have more than 16,250 employees and we are present in 16 countries working for companies like Google, Rockwell Automation, Electronic Arts and Santander, among others. We were named a Worldwide Leader in CX Improvement Services by IDC MarketScape report. We were also featured as a business case study at Harvard, MIT, and Stanford. We are a member of the Cybersecurity Tech Accord.

For more information, visit www.globant.com

Speakers



Bim Afolami, Member of Parliament Hitchin and Harpenden

After graduating from Oxford University, Bim Afolami started his business career in the City advising some of the biggest companies in the world, first as a corporate lawyer at Freshfields Bruckhaus Deringer and Simpson Thacher and Bartlett, then as a Senior Executive at HSBC. Bim was a primary school governor for several years and has always supported charities that focus on helping people return to work. His experiences have sparked his passion for the need to ensure that everyone has access to a fantastic education and greater opportunities. As a child of Commonwealth immigrants, Bim got into politics to give back to his country and make a positive difference to people as their Member of Parliament. He is passionate about getting the big decisions right for the next generation; helping businesses thrive, protecting our green belt, and caring for the vulnerable.



Mark Applin, Co-founder, Signly

Mark and Deafax conceptualised and launched Signly.

Powered by Microsoft Azure, Signly delivers synchronous, in-vision, sign language translations on any webpage for any Deaf sign language user with next to no coding on the part of the site owner.



Content is captured in record time in the home studios of highly qualified Deaf sign language translators. Signly then checks daily for site updates and new content is recorded. If a signed version of a page is not already available, Deaf users can select 'Request Signed Content'.

As early adopters, Lloyds Bank have gone beyond compliance, allowing users to view sign language translations of any of their webpages.

Alessandra Baldacchino, Policy Manager, Data, Cloud and AI, techUK

Alessandra is techUK's Policy Manager for Data. She leads techUK's working groups on Data Protection and Open Data and supports members on key issues such as the UK's National Data Strategy.



Prior to working for techUK, Alessandra was a Consultant for a Public Policy firm based in London where she helped international technology companies navigate the risks and opportunities of digital policy. Alessandra has experience working for the European Asylum Support Office, the Malta High Commission in London during Malta's first rotating presidency of the Council of the EU, and the European Parliament Information Office in Valletta. She holds an MSc in Public Policy and a B.A in European Studies.

David Beardmore EcoSystem Development Director, Open Data Implementation Entity (OBIE)

David's role at the OBIE is to lead the growth and development of the open banking ecosystem. His key objective is to facilitate and encourage end user adoption of products and services powered by open banking. This includes all marketing and events, bringing new participants into the directory, and developing effective propositions which allow consumers and businesses to derive maximum benefit from sharing their transactional data.



His 25 years in data-driven insight and marketing have seen him work with many leading brands in multiple sectors and countries. In addition to working for some of the largest players in the data world such as Experian, Callcredit and Telefonica, David also ran his own boutique data insight business, Thinkdata, for 5 years before its acquisition by Bertelsmann. Prior to joining OBIE, David spent 3½ years as the Commercial Director at The Open Data Institute where he also led their work on open banking, helping governments and regulators in Mexico, Australia, New Zealand, Japan and Canada. David regularly speaks on open banking at conferences in the UK and internationally, has co-authored a number of reports on Open Banking, and was interviewed on BBC TV on the day it officially launched in the UK.

Originally a classically trained musician, David has a Master's from Cambridge University and an MBA in Marketing. He sits on the board of Open Data Australia, and also as a non-executive director for Boundless, a theatre company for young people. Ever the optimist, he continues to hold a season ticket at Nottingham Forest Football Club.

**Louise Beaumont, Chair, Open Finance and Payments Working Group,
techUK**



Dr Louise Beaumont works with legislators and regulators to create disruption, with corporates to cope with disruption, and with start-ups to exploit disruption – with open and accessible data as the guiding principle. She is expert in innovations in Open Banking, Open Finance, Open Data, with a focus on Lending and Payments.

She works with legislators and regulators in her role chairing techUK's Open Finance & Payments working group, focusing on the full gamut from Open Banking to Open Data. She works with corporates to cope with disruption both in her advisory roles with Pay. UK and Bottomline and as a public speaker and commentator. She has invested in and holds board and advisory roles with start-ups in various sectors including, in the FinTech segment, Funding Options.

**Ghela Boskovich, Head of Europe for the Financial Data and Technology
Association, Founder of FemTechGlobal™**



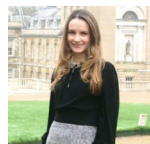
Ghela is Head of Europe for the Financial Data and Technology Association, as well as founder of FemTechGlobal™, a network dedicated to challenging the status quo, and improving the inclusiveness and diversity in Financial Services.

Ghela's past work was centered on fast-tracking internal innovation and the practical application and commercialisation of fintech/bank collaboration. Currently, she focuses on fostering an ethical data democracy, individual consumer empowerment over their data, data economy disruptive business models, and facilitating banks' emerging technology consumption.

Ghela takes product, service, journey, and business model redesign from initial concept to go-to-market delivery. Her strong regulatory economic background lends an ability to navigate compliance mandates with a commercial angle, as well as identify new commercial opportunities in a rapidly deregulated landscape. She is an evangelist for Open Banking and Finance as a means to nurture Customer Lifetime Value, and transform Financial Services for the greater good.

Siobhan Costello, General Counsel, Fidel API

Siobhan is General Counsel at Fidel API, a home grown, global fintech connecting innovators to global payments and real time transaction data. Siobhan's focus is at the intersection of technology, innovation and financial services. She was previously Head of Regulatory Law at Visa, and before that was part of the foundation team at the Financial Conduct Authority charged with improving competition in financial services. Siobhan has advised numerous clients across multiple regulated sectors in international law firms Baker & McKenzie and CMS and has been closely involved in the international development of the open data ecosystem.



Julian David, CEO, techUK

Julian David is the CEO of techUK, the Digital Technology Trade Association.



Julian leads techUK's 60 strong team in representing over 800 member companies, comprising global and national champions and more than 500 SMEs. He is a member of the UK Government and Industry Cyber Growth Partnership, the Digital Economy Council and the Department of International Trade's Strategic Trade Advisory Group. He is also the Vice President for National Trade Associations, on the Executive Board of DIGITALEUROPE, Vice President representing Europe on the board of WITSA the Worldwide IT Association, and a member of the board of the Health innovation Network, the South London Academic Health Science Network.

Orsola De Marco, Head of Innovation, The ODI

Orsola joined the ODI in 2015 and is part of the Senior Leadership Team.



As Head of Innovation, she works with public and private sector businesses and organisations to help them gain value through data using different innovation methods and approaches.

Orsola and her team add in-depth expertise to the ODI's activities on topics including sector-wide digital transformations, innovation challenges, open innovation programmes, training for early-stage startups and innovating with data.

Having gained extensive experience working with startups, Orsola also advises and mentors early stage businesses on their value proposition, product development and business models.

Orsola is a regular speaker at external events about innovation, digital transformation, business design, data-driven business models, growing women's leadership in tech and beyond, as well as being part of judging panels for startup competitions and awards.

Prior to her role at the Open Data Institute, she spent a number of years in the private sector, working with companies in retail and built environment, won a social enterprise award from UnLtd and co-founded a platform that promotes civic engagement and collaborative urbanism.

A passionate problem-solver, Orsola believes in using data and technologies to drive innovation and build great products that help solve real challenges.

She holds a BS in Economics and Management and an MA in Design Studies from Central Saint Martins – University of the Arts London.

Jill Docherty, UK&I Head of Business Development, Visa



Jill Docherty is the Head of Business Development, UK & Ireland, at Visa, the global payments technology company. Jill is responsible for new business development, deployment, and client engagement. In this role, she has end-to-end responsibility for delivering the full range of the Visa portfolio to different customers – including strategic growth issuers, commercial offerings, and the FinTech sector. With over 20 years of experience across emerging and developed markets, within consumer-packaged goods and financial services, Jill brings a wealth of experience in sales, product, and marketing to Visa's business development division in UK&I. Prior to joining Visa in March 2018, Jill spent over ten years and held a number of senior roles at Mastercard across Africa, Asia and Europe within sales, marketing and product functions. Earlier in her career, Jill held various board level roles at global marketing agencies, Grey Worldwide and McCann; working with clients such as Visa, Procter and Gamble, GlaxoSmithKline, General Motors, Nestle and L'Oreal. Jill is a true global citizen, she was born in England and raised in South Africa and she graduated with a Marketing degree from Durban University of Technology.

Harriet Egdell-Page, Economic Adviser, Department for Business, Energy and Industrial Strategy



Harriet Egdell-Page leads work on Smart Data in BEIS. Smart Data aims to make it easier for customers to access and use data held about them by data holders, such as communications providers. It involves the secure and consented sharing of data with third parties, who then offer innovative services to the customer, such as better account management and switching services. Harriet has previously worked at the National Infrastructure Commission and the Ministry of Housing, Communities and Local Government.

Lucy Eyre, Principal Economist, Ofcom



Lucy Eyre has worked as a competition and regulatory economist for many years, both at Ofcom and in the private sector. She has worked on a range of projects, such as the spectrum review, regulation of the BBC and consumer engagement issues. She is currently leading the economic input into Ofcom's work on Open Communications.

Joshua Fernandes, Product Owner – Open Banking, Revolut



I joined Revolut at the start of 2016 when we were around 20 ambitious folks with a vision of disrupting the world of finance as we knew it. I started as the founding member of the QA engineering team and now lead our retail and business Open Banking teams as the Product Owner, and in the process, helping our products reach over 15 million users.

Prior to that, I worked for a bunch of high growth software companies in India like Zeta, Flock & Directi. I'm a nerd at heart with a passion to fix real world customer problems with amazing user experiences.

Also love playing and writing music in the moonlight.

Dr Phil Gosset, Head of Innovation, Nationwide Building Society

Dr Phil Gosset is currently Head of Innovation at Nationwide Building Society, and has spent the last 25 years working in grounded and socio-technical innovation in the fields of finance, telecoms and computing with companies like Microsoft Research and Vodafone.



He is currently leading the Nationwide Incubator focussed on helping solve the challenges faced by people living in financial difficulty, and which is built upon the same grounded innovation approach as the previous Open Bank for Good programme.

Ron Kalifa OBE, Chairman, Network International

Ron Kalifa is Chairman of Network International; a FTSE company and Chairman of FutureLearn. He is a Non-Executive Director of the Court of Directors to the Bank of England and is a member of the Council of Imperial College, London.



Ron was appointed to the Board of the England and Wales Cricket Board (ECB) as an Independent Non-Executive Director in November 2020 and also sits on The Hundred Board. Ron was invited to lead an independent Fintech Strategic Review for the UK at the request of the Chancellor of the Exchequer. The Report was published on 26 February 2021.

Additionally, Ron is a member of the Build Back Better Business Council which is cochaired by the Prime Minister and the Chancellor. Oliver Dowden, Secretary of State for DCMS, has also invited Ron to join the Government's Digital Economy Council.

Ron is a Non-Executive Director for Transport for London (until May 2020) and is an Operating Partner for Advent International. He led Worldpay for over 10 years as CEO including its divestment into private equity ownership in 2010. He served as Vice Chairman thereafter, remaining as an Executive director until February 2020.

Ron was awarded an OBE in the Queen's New Year 2018 Honours List for services to financial services and technology.

Eddie Keal, Industry Leader, Financial Services, IBM UK & Ireland



Eddie is a very experienced Financial Services professional with over 30 years of experience in the IT industry. He has worked in many sectors, primarily payments, but also including retail & SME banking, life assurance, corporate and investment banking, post-trade securities services, and credit reference. He has a keen interest in the roots of financial services in the UK, and their relationship with the social history of the country. His experience with IBM has taken him around the world with significant amounts of time spent in South Africa, Central and Eastern Europe and the major European economies. He has a strong network of contacts, not least with the challenger banks and post-PSD2 service providers. Eddie has served on Pay. UK's Participant Advisory Council since July 2018. He is also a member of the Financial Services Council at techUK.

Away from the office, Eddie is Chair of Middlesex County RFU Ltd.

Nina Kerkez, Director, Consulting, LexisNexis Risk Solutions



Nina Kerkez is a part of the Consulting team with LexisNexis Risk Solutions. From her base in London, Nina leads FCC consulting group for our UK and Ireland business.

Nina has started her career in business-to-business marketing, eventually transitioning her talents to technology product development. She specializes in go-to-market strategies and new product development for the risk and compliance sector with attention toward know your customer (KYC) efforts, for the last eight years.

Nina takes a customer-centric approach to strategy and product development, believing that a company's customers is at the forefront of any business. She is adept at working for and advising complex global organizations on risk and compliance issues to deliver true business benefits.

Nina has just completed Executive MBA at Cass Business School, and already holds Bachelor of Arts in Business and Master of Arts degrees in International Business. She is a Serbian native, and speaks fluent Spanish, colloquial French and has a basic knowledge of Russian and Italian, in addition to her native Serbian language.

Rick Kirkham, Managing Director, Customer Touch Point

Rick is the Founder & Managing Director of Customer Touch Point, a business that specialises in long-term and instant impact customer experience solutions for organisations worldwide.

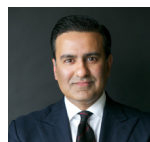


Over the past 15+ years Rick has developed a unique customer experience methodology, that is designed to help brands reach and engage customers effectively and effortlessly. But crucially, also ensure that these customer experiences and key points of contact are accessible to all.

Today, many customer contact points still create barriers for those with accessibility needs. Rick will discuss how, with the right technology and approach, these barriers can be removed and share a number of strategies and practical steps that businesses can take to make sure all of their customer contact channels are as accessible as possible.

Vikas Krishan, Managing Director Growth and Clients and Head of Financial Services, Globant

Vikas (Vik) Krishan is a Managing Director with responsibility for Growth and Clients. He also serves as head of Financial Services for Globant.



Vikas is a senior executive with over 20 years of global experience in Financial Services, Management Consulting, Pre- and Post-deal services and large/ strategic deals. He has significant cross industry knowledge and also worked within a wide variety of verticals.

He has extensive experience working with Financial Institutions on strategy and growth, operational excellence, performance improvement/ large scale cost optimisation and digital transformation. He has served as the engagement lead on multiple global transactions to enable the orchestration of business, technology and operational change to drive growth and client retention.

Angus McFadyen, Partner, Pinsent Masons

Angus is an experienced technology lawyer advising on a range of sourcing and contracting matters, with a particular focus on data assets and emerging technologies in the Financial services sector.



**Dr Liz McFall, Director of Data Civics and Chancellor's Fellow,
Edinburgh University**



Dr Liz McFall is Director of Data Civics and Chancellor's Fellow based in the Edinburgh Futures Institute and Sociology at the University of Edinburgh. Her current research focuses on the impact of data-driven innovations in insurance, personal finance and civic regeneration. Her work has explored how markets for difficult financial products succeed (and how they fail). Her books include Markets and the Arts of Attachment (Routledge 2017), Devising Consumption: cultural economies of insurance, credit and spending (Routledge 2014) and Advertising: a cultural economy (Sage 2004). She has worked with insurance, insurtech, market researchers and regulatory authorities including EIOPA and the FCA on data ethics, wearables and digital innovation. She is joint Editor-in-Chief of the Journal of Cultural Economy.

Jason O'Shaughnessy, Head of International, Envestnet | Yodlee



Jason O'Shaughnessy is the Head of International for Envestnet | Yodlee. He is responsible for all new business, strategic partnerships, account management, and customer success for our entire international business. Having previously worked at Envestnet | Yodlee for 15 years, Jason originally started up the International business, he was not only responsible for Envestnet | Yodlee's growth Internationally but also critical to the growth of FinTech and driving innovation from Financial Institutions across multiple countries during this tenure. Outside his day job, he also advises multiple startups and businesses in a non-executive director capacity and has unique experience in the startup ecosystem too. Jason has extensive experience in Open Banking/ Open Finance, business development, directorship, and assisting with fundraising to mention just a few of his skills.

Lord Holmes of Richmond MBE

Chris is a passionate advocate for the potential of technology and the benefits of diversity and inclusion.



He has co-authored House of Lords Select Committee Reports on: Democracy and Digital Technologies [2020], Intergenerational Fairness [2019], Artificial Intelligence [2018], Financial Exclusion [2017], Social Mobility [2016] and Digital Skills [2015].

He is co-chair of Parliamentary Groups on Fintech, AI, Blockchain, Assistive Technology and the 4th Industrial Revolution and has published a report; “Distributed Ledger Technologies for Public Good: leadership, collaboration and innovation” calling on the Government to look at the challenges and opportunities of this technology for improving public services. A progress update was published in November 2018.

An ex-Paralympic swimmer, Chris won nine gold, five silvers and one bronze medal across four Games, including a record haul of six golds at Barcelona 1992.

David Price, Director, UKCloudHealth

Following his time in the Royal Navy as a Marine Engineer David took the decision on leaving the Service to move into the world of Business development. Having spent eight years working in very technically focussed Business Growth Roles, David moved into the IT industry in 1999. David has spent 18 years working with all parts of the Health and Care Sector from Central Government Departments all the way through the Sector to the delivery of frontline Patient centric solutions always. David's passion is to enhance the delivery of patient care, which is why he was a natural choice to lead this exciting role for UKCloud Health.



Faith Reynolds, Director, Devon Fields Consulting

Faith works in an advisory capacity across a range of fintech and Smart Data initiatives. Faith is the Independent Consumer Representative for the Open Banking Implementation Entity and an adviser to TISA on Open Savings, Investments & Pensions. She is a Non Executive Director for Fair4All Finance which is responsible for promoting financial inclusion through the distribution of dormant assets. Faith is also an Independent Director for the Current Account Switch Service at Pay.UK. Most recently she was a member of the Authorised Push Payment Scams Advisory Group for the Lending Standards Board. Previously, Faith was a member of the FCA's Financial Services Consumer Panel.



Bill Roberts, Head of Open Banking, Competition and Markets Authority

Bill is Head of Open Banking at the Competition and Markets Authority (CMA) and is currently leading the consultation on arrangements for the future oversight of the ecosystem. He is also a member of the FCA's open finance advisory group and on the steering group of the BEIS Smart Data review.



Prior to entering the world of regulation he was with what is now Thomson Reuters and before that he was the Deputy Director/COO of Which?

Ian Searle, Manager – Open Finance, Financial Conduct Authority

Ian Searle is the manager of the Open Finance project at the FCA. He has previously managed the Payments and Mortgages teams, as well as leading the FCA's work to support borrowers affected by the pandemic. Before joining the FCA he worked at HM Treasury and the Bank of England.

About techUK

techUK is a membership organisation that brings together people, companies and organisations to realise the positive outcomes of what digital technology can achieve. We collaborate across business, Government and stakeholders to fulfil the potential of technology to deliver a stronger society and more sustainable future. By providing expertise and insight, we support our members, partners and stakeholders as they prepare the UK for what comes next in a constantly changing world.



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