



## Microfinance CEO Forum Summit 2018

5-6 October 2018, Bilbao, Spain

### Friday, 5 October 2018

17:00 – 17:30

#### CEO Forum Welcome and Introductions

*Facilitator: Piotr Korynski, MFC Senior Policy Advisor, CEO Forum Leader*

*Format: Plenary discussion*

- Meet and Greet
- CEO Forum Business Meeting

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### Session 1: Getting Started

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17:30 – 19:00

#### CEOs Face-to-Face: What's the News?

CEO updates and sharing

*Facilitator: Piotr Korynski, MFC Senior Policy Advisor, CEO Forum Leader*

*Format: Plenary discussion*

#### Introductory Challenge: Can you Say What Your Strategy is?

Can you summarize your company's strategy in 35 words or less? If so, would your colleagues put it the same way? Introductory discussion.

19:00 – 21:00

*Gala Dinner*

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### Saturday, 6 October 2018

09:00 – 09:10

#### Introduction and Agenda for the Day

*Piotr Korynski, MFC Senior Policy Advisor, CEO Forum Leader*

09:10 – 09:30

#### Welcome by Finance in Motion, Investment Advisor to the EFSE Fund

*Mejra Juzbasic-Bajgoric, Regional Director SEE*

*Sahana Arun Kumar, Digital & Financial Inclusion Expert*

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## Session 2: Exploring Deeper

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09:30 – 10:45      **Digital Transformation, Digital Financial Services, Digitization:** Perspectives for MFIs and trends in the industry, digitalization of Microfinance operations, digital transformation – introduction and overview.

*Facilitator:* Piotr Korynski, MFC Senior Policy Advisor, CEO Forum Leader

*Digitalization of Microfinance Operations: Why do we need to digitalize? Do we know what we want? How to build a digital strategy?*

*Discussant:* Kaiser Naseem, Head of Digital Banking Advisory Services for EMENA, International Finance Corporation (IFC)

*Format:* Plenary discussion with short inputs

*Digital Transformation: Leverage technology and assess needs for tech and open APIs*

*Discussant:* David Kruijff, First Access

*Format:* Plenary discussion with short inputs

10:45 – 11:00      *Break*

11:00 – 12:15      **How do Microfinance Institutions Digitalize and Adopt Fintech?**

How some MFIs have fared so far – insights from the field

*Facilitator:* Sahana Arun Kumar, Digital & Financial Inclusion Expert

*Format:* Presentations and Q&A

*From Senegal:* Denis Moniotte, Rubyx (co-founder), former CTO at Baobab

*From Serbia:* Vlado Vukotic, CEO, Opportunity Bank A.D.

*From United Kingdom:* Paul Kalinauskas, CEO, BCRS Business Loans

12:15 – 12:30      *Break*

12:30 - 13:15      **How do Microfinance Institutions deal with current shifting market contexts and build a sustainable roadmap in this age of digital disruption?**

The digital journey of an MFI – learn about what worked, what didn't and what we have yet to find out about.

*Facilitator :* Sahana Arun Kumar, Digital & Financial Inclusion Expert

*Discussant:* Santanu Mukherjee, Independent Advisor, Former Chief Information & Digital Officer of Jana Small Finance Bank, India

*Format:* Fireside chat

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13:15 – 14:15      *Lunch*

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14:15 – 16:00      **How can Microfinance Institutions position themselves strategically given current trends in the digital space?**  
What value propositions do MFIs bring and what place can your organisation occupy in digital ecosystems? – listen to some ideas and then ideate!

*Facilitator: Sahana Arun Kumar, Digital & Financial Inclusion Expert*  
*Format: Short introduction & group exercise*

16:00 – 16:10      *Break*

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### **Session 3: Taking it In**

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16:10 – 16:50      **Conclusions**  
Share and take in key messages from the day

*Sahana Arun Kumar, Digital & Financial Inclusion Expert*

16:50 – 17:00      **Closing remarks by Finance in Motion, Investment Advisor to the EFSE Fund**  
*Mejra Juzbasic-Bajgoric, Regional Director SEE*

**Wrapping up**  
Summary of the Forum and next meetings

*Piotr Korynski, MFC Senior Policy Advisor, CEO Forum Leader*