

Agenda: The Digital Transformation Forum

Hosted at the Royal Lancaster Hotel, London

The need for digitally enabled financial services has never been higher. The pandemic has exposed the vulnerability of micro and small businesses unable to access financial services through modern, digitally enabled means. During this event, we will learn the tactics and approaches that enabled Mastercard and Accion's Partnership to digitally transform micro and small businesses at scale.

Tuesday, November 15, 2022

Time	Session
09:00-09:55	<p>Welcome to the Digital Transformation Forum</p> <p>Key speakers from Mastercard and Accion introduce the nature and context of our combined efforts to benefit 10 million individuals globally over the past 4 years.</p>
	<p>Key speakers: Michael Schlein (Accion), Payal Dalal (Mastercard Center for Inclusive Growth), Prateek Shrivastava (Accion)</p>
10:00-10:55	<p>Setting the scene: Financial health and resilience of MSEs- Current state and future opportunities</p> <p>Analyzing the impact of the pandemic on microbusinesses globally and exploring why the need for digital transformation is higher now than ever before. Featuring guest speakers from Caribou Digital and CGAP.</p>
	<p>Facilitator: Natasha Jamal (Mastercard Center for Inclusive Growth) Panelists: Lauren Braniff (Accion), Chris Locke (Caribou Digital), Swati Sawhney (CGAP)</p>
10:55-11:10	Break
11:15-12:15	<p>Lessons learned: Digital transformation of Financial Service Providers (FSPs)</p> <p>A discussion on the unexpected learnings from undertaking digital transformation of a financial service provider. Featuring guest speakers from institutional partners of the Mastercard Accion Partnership.</p>
	<p>Facilitators: Victoria White (Accion) Panelists: Taiwo Joda (Accion Microfinance Bank), Sasidhar Thumuluri (Sub-K), Edgardo Perez (Fundación Génesis Empresarial)</p>
12:20-13:20	<p>Serving Customers in a Digital World – Lessons from BancoSol and Monzo</p> <p>What are the differences in approach between digitally native and digitally transforming financial service providers when serving customers in a digital world? Fireside chat with TS Anil, Global CEO, Monzo Bank and Esteban Altschul, Chairman of BancoSol, Accion COO.</p>
	<p>Facilitator: Esteban Altschul (Chair, BancoSol and COO, Accion) Guest speaker: TS Anil, (Global CEO, Monzo Bank)</p>
13:20-14:35	Lunch break

14:35-16:05	<p>The impact of digital transformation: Changes and benefits experienced by FSPs and the micro and small businesses they serve</p> <p>Sharing key insights and results from the impact of our work with micro and small businesses globally.</p> <p>Facilitators: Gayatri Mehta (Accion), Kathleen Yaworsky (Accion) Panelists: Patricia Chávez (Banco Pichincha), Hardika Shah (Kinara Capital), Radhika Shroff (Nuveen)</p>
16:05-16:20	Break
16:25-16:55	<p>What does the future of inclusive finance look like?</p> <p>Through the MAP program, we supported over 50 early-stage inclusive fintech companies with advisory support. New digital-first organizations are playing a critical role in driving new innovative models for serving MSEs. What is the role of these organizations moving forward and how are they shaping the financial inclusion landscape?</p> <p>Facilitator: Iain Brougham (Accion) Guest speaker: John Fischer (Accion)</p>
17:00-17:30	Closing – Prateek Shrivastava (Accion), Payal Dalal (Mastercard Center for Inclusive Growth)
19:00-22:00	Evening dinner event at a London venue

Wednesday, November 16, 2022

Time	Room 1 Workshops	Room 2 Workshops
09:00 – 10:45	<p>Workshop 8: How to build the business case for digital transformation</p> <p><i>Facilitators: Iain Brougham, Raliat Sunmonu</i></p>	<p>Workshop 1: How to combat the digital divide</p> <p><i>Facilitators: Debdoot Banerjee, Gayatri Mehta</i></p>
10:45 – 11:00	Break	
11:00 – 12:30	<p>Workshop 2: How to optimize organizational design</p> <p><i>Facilitators: Prateek Shrivastava, John Fischer</i></p>	<p>Workshop 7: How to design relevant digital products and services</p> <p><i>Facilitators: Diego Gaviria, Adebisi Fajesimin</i></p>
12:30 – 13:45	Networking Lunch	
13:45 – 15:15	<p>Workshop 3: How to build a culture of experimentation</p> <p><i>Facilitators: Victoria White, Laura Glenny</i></p>	<p>Workshop 6: How to form partnerships to achieve scale</p> <p><i>Facilitators: Mona Kapoor, Vishal Ajmera</i></p>
15:15 – 15:30	Break	
15:30 – 17:00	<p>Workshop 4: How to develop a clear data strategy</p> <p><i>Facilitators: Devika Misra, Ivo Jenik (CGAP)</i></p>	<p>Workshop 5: How to future-proof your technology</p> <p><i>Facilitators: Balaji Parthasarathi, Gift Mahubo</i></p>
17:00 – 17:30	Concluding session in each room	

19:00 – 22:00	Evening dinner event at a London venue
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Thursday, November 17, 2022		
Time	Room 1 Workshops	Room 2 Workshops
09:00 – 10:45	Workshop 1: How to combat the digital Divide <i>Facilitators: Debdoot Banerjee, Sandra Calderon</i>	Workshop 8: How to build the business case for digital transformation <i>Facilitators: Iain Brougham, Raliat Sunmonu</i>
10:45– 11:00	Break	
11:00– 12:30	Workshop 7: How to design relevant digital products and services <i>Facilitators: Diego Gaviria, Adebisi Fajemisin</i>	Workshop 2: How to optimize organizational design <i>Facilitators: Prateek Shrivastava, John Fischer</i>
12:30– 13:45	Networking Lunch	
13:45– 15:15	Workshop 6: How to form partnerships to achieve scale <i>Facilitators: Mona Kapoor, Vishal Ajmera</i>	Workshop 3: How to build a culture of experimentation <i>Facilitators: Victoria White, Laura Glenny</i>
15:15– 15:30	Break	
15:30– 17:00	Workshop 5: How to future-proof your technology <i>Facilitators: Balaji Parthasarathi, Gift Mahubo</i>	Workshop 4: How to develop a clear data strategy <i>Facilitators: Devika Misra, Ivo Jenik (CGAP)</i>
17:15 -17:30	Event conclusion: Iain Brougham and Victoria White	
17:30– 19:00	Closing cocktails	