



Confederation of Indian Industry

7th International Conference
27 November 2018 • Hotel The Lalit • Mumbai

Redefining Distribution in the New Age Economy

Programme

0900 – 1000 hrs: Registration of Delegates

1000 – 1100 hrs Inaugural Plenary

Financial services are the backbone of economic growth and development of a nation. The Finance sector enables creation of new businesses and expansion of existing ones. Ultimately this facilitates more employment and job creation with the growth of other mainstream industries. The sector mainly comprises of commercial banks, insurance companies, non-banking financial companies (NBFC), co-operatives, pension funds, mutual funds and other smaller financial entities.

As financial institutions strive to become more experience-driven, they open the door to potential competition from global technology giants. As this competition increases, banks and insurers struggle to carry out more core functions through technology. While fintech disruptive innovation is achieving success in terms of changing the basis for competition, it has had less impact than expected in disrupting the competitive landscape.

Further, as the disruptive innovation model continues to develop and overtake financial services, new-age technologies such as cloud computing, customer-facing artificial intelligence, and big data will continue to evolve and not only drive more competition to the financial sector but also improve the way financial businesses provide customer satisfaction.

With reference to the theme, this Summit will focus on blurring of boundaries between customer-facing businesses and network-driven ecosystems and the need to find the right ecosystems in order to acquire customers & deliver relevant and convenient financial solutions seamlessly.

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| 1000 – 1015 hrs | <i>Welcome and Summit Objectives</i> | Sundeep Sikka Chairman, CII Financial Distribution Summit 2018 and Executive Director & Chief Executive Officer Reliance Nippon Life Asset Management Ltd. |
| 1015 – 1030 hrs | <i>Special Address</i> | Deepak Premnarayan Chairman, CII National Committee on Financial Distribution 2018 and Executive Chairman, ICS Group |
| 1030 – 1055 hrs | <i>Address by Chief Guest</i> | M Damodaran Chairperson, Excellence Enablers Private Limited Managing Trustee, Non-Executive Directors in Conversation Trust Former Chairman, SEBI, UTI and IDBI |
| 1055 – 1100 hrs | <i>Vote of Thanks</i> | Sundeep Sikka |
| 1100 – 1115 hrs | Networking Tea / Coffee Break | |



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1115 – 1215 hrs: Panel Discussion - I:

'Regulatory Challenges & Reforms'

Moderator :

Neeraj Choksi

Joint Managing Director
NJ Group

The Indian financial sector is diversified and expanding rapidly. Regulation in the financial sector has been product focused and different across regulators which has prompted regulatory arbitrage. In recent times, the industry has been highly malleable due to consistent radical and disruptive innovations and with the advancement in technology. The Regulatory authorities will play a pivotal role in creating an environment conducive for the growth of the financial distribution sector by formulating laws in cohesion with the market participants which would in turn expedite and streamline the development process.

Regulatory Intervention from the beginning would help these firms to focus their efforts in the right direction. Sandbox Platforms would give the regulators a hands-on opportunity to experiment with innovative financial products & services in a live production environment but within a well-defined space and duration.

This session will focus on the some of the Regulatory challenges & reforms which will aim to ensure systemic health, better reporting, disclosure & governance requirements and policy harmonization across sub segments in the financial sector.

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| 1115 - 1120 hrs | Opening Remarks by Panel Moderator | Neeraj Choksi |
| 1120 - 1205 hrs | Radhika Gupta Chief Executive Officer Edelweiss Asset Management Ltd. | Rajesh Krishnamoorthy Vice Chairman iFAST India Holdings Pte Ltd., Singapore |
| | Srinath Sridharan Member – Group Management Council Wadhawan Global Capital Pvt. Ltd. | Anand Rathi Chairman Anand Rathi Group |
| | Sreenivasa Rao Vice President and Head - Corporate Legal Bajaj Allianz General Insurance Co. Ltd. | Bhushan Kedar Director - Funds and Fixed Income Research CRISIL Research |
| 1205 – 1215 hrs | <i>Question & Answer followed by Concluding Remarks</i> | |

Session Change Over



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1215 – 1315 hrs: Panel Discussion - II:

Disruptive Innovation – a blessing in disguise?

Moderator :

Mukesh Malik

Chief Operating Officer

Aditya Birla Financial Services Group

The last few years have seen a surge in technological innovations which calls for a renewed focus on redefining existing traditional distribution channels and embracing technology. India is seeing a fast-paced adoption of digitization in financial services with a huge push from the government accelerating it. Traditional distribution channels are being replaced by Realtime online channels which has made it easier to deliver financial products seamlessly.

Companies all over the world are leveraging Big Data and Predictive Analytics to streamline businesses and the financial sector is also harnessing these capabilities to create a sustained competitive advantage. The financial distribution industry can leverage these to predict buying behaviour which would enable them to customize financial products catering to a varied client base. In this direction, companies need a comprehensive framework that covers various components and considerations of analytics deployment. The ultimate emphasis must be on value creation as compared to value capture. This Experts on this Panel will share their expertise and perspectives on whether this Disruptive Innovation is a blessing in disguise and if so, what strategies do the existing players need to deploy in order to remain relevant in the market.

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| 1215 - 1220 hrs | Opening Remarks by Panel Moderator | Mukesh Malik |
| 1220 – 1305 hrs | V Ganesh Managing Director & CEO Karvy Fintech Pvt. Ltd. Abhishek Arun Senior Vice President Paytm Payment Bank Vinay Singh CEO BeatRoute Innovations Pvt. Ltd. | Kalpen Parekh President DSP Investment Managers Pvt. Ltd. Dheeraj Sehgal Chief Institutional Business Officer Bajaj Allianz Life Insurance Co. Ltd. |
| 1305 – 1315 hrs | <i>Question & Answer followed by Concluding Remarks</i> | |
| 1315 – 1415 hrs | Networking Lunch | |



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1415 – 1515 hrs: Panel Discussion - III:

Evolving new distribution channels: Integrating new models and mindset with Traditional strategy

Moderator :

Nittin Arora

Partner – Risk Advisory
Grant Thornton India LLP

India has an online population of roughly 420 million users, a majority of whom are millennials. Customers are changing not only in terms of demographics but also in terms of increased expectations and empowerment which has been a spill-over effect of the widespread use of social media. This has trickled down to the financial sector as well and this has witnessed an increase in the deployment of AI tools and techniques. Chatbots and Genies that make use of AI and Machine Learning technologies are being used extensively by start-up companies to provide a personalized selling experience to customers helping them capitalize on new opportunities. The past year has seen a surge in self-service sales channels as well as discount brokers that have made the marketplace extremely competitive which in-turn has intensified the need for companies to embrace new technology.

Thus, Financial Products that address specific customer needs are the need of the hour. Customers need simple products that can be accessed any time and have predictable outcomes. The growing millennial population demands an entirely new channel and strategy to communicate and engage with them by structuring products that cater to their individual needs. By emphasizing on the overall investing and financial distribution experience with advancements in technology, the financial distribution industry could change the current dynamics governing the industry.

This Session will aim to identify the new distribution channels to target the ever-changing needs of these consumers across all age groups & class and discuss how to integrate new models with the existing traditional strategies that have stood the test of the time over the years.

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| 1415 - 1420 hrs | Opening Remarks by Panel Moderator | Nittin Arora |
| 1420 - 1505 hrs | Mahadevan Veeramony Executive Director Wealth Advisor (India) Pvt. Ltd. | Arpanarghya Saha Head – Digital Business Reliance Nippon Life Asset Management Ltd. |
| | Aseem Saroop Head – Retail Broking & Distribution IDBI Capital Markets & Securities Ltd. | |
| 1505 – 1515 hrs | <i>Question & Answer followed by Concluding Remarks</i> | |
| 1515 hrs | Summit Concludes | |