



6th edition of CII Financial Distribution Summit 2017 Redefining Distribution: Converge, Digitize & Achieve

Thursday, 7 December 2017: Hotel The Leela, Andheri East, Mumbai

Programme

0900 – 1000 hrs: Registration of Delegates

1000 – 1100 hrs
Inaugural Plenary

Mainstreaming financial services requires significant strides to be taken in developing distribution models. Towards 2020, a symbiotic relationship has been developing between distribution models and innovation, with current distribution models placing limitations on innovation within Financial Services. They are also leading to inadequate action, or inaction on the part of service providers in forging the last mile connect with the customer.

In today's discussion we elevate weight for factors that are prerequisites to redefining distribution, spawning: higher regulatory standards; imposition of contemporaneous requirements on mitigating distribution risks; effectively capturing the rural markets, the quantum of which today are crimping distribution in India (due to being inadequately leveraged); and, the transformative effect Blockchain, Analytics, other emerging technologies and non-traditional data will have on the distribution industry.

1000 – 1015 hrs *Welcome & Summit and its Objectives*

Ninad Karpe
Chairman, CII WR and
Director, Aptech Ltd.

1015 – 1025 hrs

Release of the Report

1025 – 1040 hrs *Overview on the Report*

Kalpesh Mehta
Partner – Audit & Assurance and
Leader – Financial Services
Deloitte India

1040 – 1055 hrs *Special Address*

Sundeep Sikka
Executive Director & Chief Executive Officer
Reliance Nippon Life Asset Management Ltd.

1055 – 1100 hrs *Vote of Thanks*

Ninad Karpe

1100 – 1115 hrs **Networking Tea / Coffee Break**



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1115 – 1215 hrs: Panel Discussion:

'Regulatory Challenges & Reforms'

Moderator :

V Ganesh

Past Chairman – CII Financial Distribution Summit &
Chief Executive Officer
Karvy Computershare Pvt. Ltd.

The evolving regulatory framework aims to ensure systemic health, better reporting, disclosure and governance requirements and policy harmonization across sub segments in the financial sector and the respective regulators. In light of this current regulatory environment, it is worth deliberating over the key business and regulatory developments which are taking shape across other global economies.

Globally, all economies are re-looking at regulations in the financial services industry to boost consumer confidence, ensure customer protection and product suitability and generate value for money for them. The regulatory environment is also rapidly evolving globally to manage the conduct risk in financial services firms. Regulators would want to ensure that customers receive advice from competent professionals, are offered the right products and services, and there is transparency in fees and associated charges. In light of the above, it is imperative to assess the broad implications of these trends in the Indian perspective, highlighting the evolving regulatory framework in India.

1115 - 1200 hrs

Tarun Chugh

Managing Director & Chief Executive Officer
Bajaj Allianz Life Insurance Company

Tamal Bandyopadhyay

Adviser – Strategy
Bandhan Bank Ltd.

Kalpesh Mehta

Partner – Audit & Assurance and
Leader – Financial Services
Deloitte India

1200 – 1215 hrs

Question & Answer followed by Concluding Remarks

Change Over



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1215 – 1315 hrs: Plenary: ‘Ethics in Distribution’: *The Financial services sector has reached a stage in its evolution where technology has the power to displace and cause disruption across the various distribution models that have hitherto, traditionally been followed. Are these new avenues sustainable and more profitable or are they fraught with greater inherent risks? Will customer preferences drive the evolution of these distribution channels? Do regulators need to take steps to guard against product distributors abusing their market power? Does Ethics have a role to play in fraud perpetration? Are distributors likely to face greater ethical dilemma challenges than other professionals?*

As the design and distribution of products are forced to shift roles, this session will focus on the pressure points that may arise and how organizations need to tackle such risks.

1215 – 1225 hrs *Introduction by Session Chairman & Setting the tone*

Nilesh Shah
Managing Director
Kotak Mahindra Asset Management Co. Ltd.

1225 – 1255 hrs *Special Address*

Mahadevan Veeramony
Executive Director
Wealth Advisor (India) Pvt. Ltd.

1255 – 1310 hrs *Question & Answer*

1310 – 1315 hrs *Concluding Remarks*

Nilesh Shah

1315 – 1415 hrs Networking Lunch



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1415 – 1515 hrs: Panel Discussion:

‘Financial Literacy & Inclusion – Reaching out to Rural Markets’

Moderator :

Debabrat Mishra

Partner-Consulting, Innovation & Alliances
Deloitte

This Plenary will discuss the following topics:

- 1. The attractiveness of the rural segment - “Emerging Middle” (young, mostly rural, low income, aspirational) – How big is the segment? What drives them? How do we impact them?*
- 2. The role of Customer experience – How do we leverage SMAC (social, mobile, analytics & cloud) for distribution efforts? How do we craft an experience for the segment which augments literacy?*
- 3. Role of stakeholders – What role can Government, Corporates etc play in enhancing impact?*
- 4. Role of ecosystem – What ecosystem is needed to make it sustainable and efficient?*

1415 – 1500 hrs	Suresh Soni Chief Executive Officer DHFL Pramerica Asset Managers Pvt. Ltd.	Dhruv Mehta Chairman Foundation of Independent Financial Advisors (FIFA)
	Anil Ghelani Senior Vice President DSP BlackRock Investment Managers	Anil Bhatt Sr. Vice President & Chief of Institutional Alliances SBI Life Insurance Co. Ltd.
1500 – 1515 hrs	<i>Question & Answer followed by Concluding Remarks</i>	
	Change Over	



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1515 – 1615 hrs: Panel Discussion:

‘Future of Distribution by Digitization’

Moderator :

Anil Nair

Managing Director, Country Digital Acceleration
Cisco Systems

Indian financial services has continued to grow across all the segments on the back of low penetration. However, serving customers especially beyond the metro and urban centers continues to be a challenge as financial services have traditionally relied on brick and mortar networks. Moreover, the effectiveness and cost efficiencies of physical networks constrain further market growth in a viable and sustainable manner.

New distribution models are bringing in digital disruptions and innovations across all the product lines. Financial services distributors are introducing new platforms and channels through exponential technologies including block chain, artificial intelligence and machine learning to target new customers. Emerging models including web aggregators, mobile platforms, and mobile apps are leveraging digital data sources along with social media feeds to draw personalized and tailored insights into customer behavior and preferences. These models are enabling new ways to generate new leads and create an alternate acquisition and retention channel and are reducing acquisition and servicing costs.

The session will focus on new opportunities and challenges faced by both manufactures and distributors in adoption of digital distribution models. It will also assess the future of direct channels and likely role to be played by digital distributions platforms.

1515 - 1600 hrs

Yashish Dahiya

Co-Founder and Chief Executive Officer
Policybazaar.com

Dinesh Nandwana

Managing Director & Chief Executive Officer
Vakrangee Ltd.

Himanshu Vyapak

Deputy Chief Executive Officer
Reliance Nippon Life Asset Management

Dhruv Dhawan

Industry Head
Google India Pvt. Ltd.

Aniruddha Dange

Chief Strategy Officer
IIFL Holdings Ltd.

1600 – 1615 hrs

Question & Answer followed by Concluding Remarks

Networking Tea / Coffee & Summit Conclude