

SESSION #16: DEEP DIVE ON COLLECTIONS AND RISK



Speakers:

- Kamal Hingorani, Global Head of Collections for Retail Banking, Standard Chartard Bank
- Simba Mabhena, Global Specialist in the Banking Strategy & Risk Assessment Group, IFC
- Ercin Eksin, Co-Founder and Co-CEO, Lidya

Main takeaways:

- **Few financial institutions or regulators expected the broad, long-lasting impact of COVID-19.** Many are now taking steps to extend relief efforts, including renewing loan moratoriums, and look for big picture solutions.
- **SME resurgence depends on which industry the business operates in,** as those with significant demand destruction are facing an uncertain future.
- **Building trust with clients is key when shifting to digital lending platforms,** as it often requires them to share accounting and cash flow data in order to best assess risk.
- **While many governments are creating guarantee funds to support businesses, the benefits are not being passed on to SMEs.** Lenders continue to view SMEs as higher risk, leading to a lack of liquidity for many SMEs struggling to survive the pandemic.