

# SESSION #17: DIGITAL BANKS

## DEALING WITH COVID-19



### Speakers:

- Coenraad Jonker, Co-founder and CEO, Tyme
- Hassan Nasser, Chief Innovation Officer, Fidor
- Daniel Seifert, Chief Operating Officer, Solarisbank
- Chris Bayliss, CFO and COO, Judo Bank
- John Januszczak, President & CEO, UBX

### Main takeaways:

- **The COVID-19 pandemic has facilitated the rapid uptake and adoption of digital financial services** by consumers and SMEs, providing opportunities for digital-only or digital-first companies.
- **A deep understanding of customers and communities, provision of tailor-made services via technology and being at the forefront of banking innovations** are key for digital companies' success.
- Digital firms are overcoming challenges including regulatory barriers, poor technical infrastructure and cash loving behaviors.
- Customers and SMEs are receiving **better user experiences, with more cost-efficient, integrated and customized services** supported by advanced technologies and embedded technical platforms.