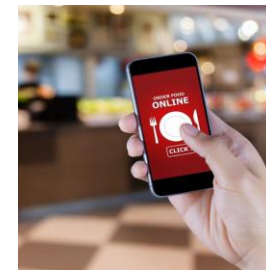


SESSION #4: DBS ON DIGITAL RELIEF



Speakers:

- Chloe Huang, Team Lead, SME Business Engagement, SME Banking at DBS Bank Ltd.
- David Hui, Regional Head, SME Business Innovations & Solutions, SME Banking at DBS Bank Ltd.
- Jesse Weinberg, Head of SME Customer Segment at FNB
- Thomas DeLuca, CEO and Founder of AMP Credit Technologies

Main takeaways:

- **Crisis can be a catalyst for transformation in SME finance.** DBS has moved its entire credit cycle for SMEs online. FNB, which was already prepared to operate online in South Africa, found COVID-19 a catalyst for fast-tracking the bank's ongoing digital efforts in other markets.
- **It is important to think beyond financing.** DBS partnered two homegrown fintech companies, Oddle and FirstCom, to roll out enabled F&B businesses to set up an online food ordering site in just three days with much-reduced delivery rates.
- **Governments play a critical role in enabling the transition** to a digital environment, some have maintained more restrictive regulations on consumer data protection, especially cloud acceptance and e-KYC and AML practices. The digitization of the lending process has raised concerns over credit risk assessment. DBS has been playing a delicate balancing act between making credit more accessible to their SME customers and satisfying their fiduciary duty to their stakeholders.