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China versus the West

By Henry Vilar

The fintech battle between China and the West could be won by the one that profits from the middle class market.

"The rise of fintech can, quite accurately, be traced back to the 2008 crisis," said Bonnie Buchanan, PhD, Howard J. Bosanko Professor in International Economics and Finance, at Seattle University.

"In fact, many do consider fintech a reaction to the crisis. As a result of the loss of trust in financial institutions, fintech came in to provide consumers with products and services that challenged the status quo in financial services," she adds.

During a day two presentation "Quo Vadis? Fintech in China versus the West," Buchanan explained the peculiarities that make China a whole different beast in comparison with other Western countries.

China has a very different legal and cultural framework, which is reflected in the way fintech is developed.

China has always had a massive underserved market, however, the large growth of the middle class has helped the investment, development and subsequent adoption of fintech.

Buchanan's research focuses on three main areas: P2P lending, mobile payments, and AI. However, she highlights that China's fintech transactional value of $1.56 trillion this year is well ahead of the US, at $1.26 trillion.

China's underserved market has 432 million citizens currently unbanked, and Chinese unicorns, unlike European ones, tend to focus on large scale, B2C models.

With high smartphone and social media penetration, Baibu, Alibaba and Tencent (the BAT) have found vectors of penetration in the rising millennial middle class. This was particularly relevant after 2012, when China's central bank granted a series of licences enabling mobile payments. Currently, 83% of mobile and online payments across China are done through mobile. Back in 2012, this number was only 4%.

> "The rise of fintech can, quite accurately, be traced back to the 2008 crisis."

In China, a 2017 survey showed how 14% of people carried no cash in their pockets. And for 74%, RMB 100 in cash was enough to survive at least a month. Mobile payments are big.

And it looks like China is winning. When it comes to AI, Baidu, Didi and Tencent – they reign in the East, with over six times the number of AI-related patent publications compared to the US.

"Customers want immediate gratification"

IN THIS ISSUE

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CGI, National Bank of Canada and Skuchain in blockchain-based trade finance pilot

By Tanya Andreasyan

National Bank of Canada, tech heavyweight CGI and blockchain tech firm Skuchain have collaborated on a pilot programme to improve and streamline the process for negotiating standby letters of credit (LCs) and guarantees.

LCs and guarantees – used across many industries to secure contracts – are currently conducted via email, making them prone to errors and delays in a process that lacks transparency for beneficiaries regarding terms and approval status, CGI explains.

For National Bank of Canada, CGI integrated the CGI Trade360 trade finance platform with Skuchain's Contract Builder, an application built on the blockchain start-up's Brackets platform for smart contracts on a blockchain.

The integration enables the bank to provide trade finance services digitally to customers conducting business on a blockchain business-to-business (B2B) solution. In particular, customers will be able

to initiate, conduct and conclude negotiations of standby letters of credit and guarantees entirely on smart contracts that can intelligently construct agreements and securely communicate any changes in terms to relevant parties.

The result is a blockchain-based contract negotiation tool that is "enormously effective" in the standby LC and guarantee process, CGI says.

"This pilot project is a great opportunity to leverage blockchain technology to simplify the process for negotiating standby LCs and guarantees while making it more transparent and secure. This will enable us to offer a simple, fast and efficient experience to our commercial clients which facilitates managing their business," comments Patrice Roy, VP of payments, cash management and international solutions at National Bank of Canada.

"This standby letter of credit contract builder is the first live implementation of the emerging DLPC standard," adds Srinivasan Sriram, CEO of Skuchain. "This standard is the result of more than two years of work by the Distributed Ledger Payment Commitment (DLPC) Working Group at the Bankers Association for Finance and Trade (BAFT)."

iGTB and R3 join forces for blockchain-based fintech platform

By Tanya Andreasyan

Intellect Global Transaction Banking (iGTB), the transaction banking division of India-based tech firm Intellect Design Arena, has joined enterprise software firm R3's collaborative initiative to develop blockchain-based offerings for banks and financial organisations on its flagship Corda platform.

iGTB says it "is exploring the development of scalable, commercially viable solutions on Corda in three mainstream areas:

trade finance/supply chain finance, payments and cash management (PCM) and central banking."

Manish Maakan, CEO of iGTB, says the two parties will look to explore how Corda, combined with the iGTB tech, "can remove trade/supply-chain bottlenecks in corporate sales enablement, by helping companies increase their sales as well as market share in hugely competitive domestic and offshore markets".

David E. Rutter, CEO of R3, believes "iGTB is ideally placed to develop solutions across cash management, payments, trade and supply chain finance on Corda".

Death of the cheque in RBA's sights – finally

By Alexandra Cain

A Reserve Bank of Australia (RBA) executive has predicted the end for cheques, as Australia's New Payments Platform (NPP) helps consoidate the payments system.

Addressing the audience at the day two Sibos session on the future of real-time payments in Australia, RBA assistant governor Lindsay Boulton said there "has to be rationalisation [and it] doesn't make sense to use multiple clearing streams – some clearing streams may be absorbed into NPP".

Boulton cited research that found less than a quarter of a percent of payments are presently done with cheques and that number is shrinking. He said the Australian Payments Council is looking into the future for cheques.

"We could actually set a date for closing down the cheque system – we're not at that point yet … but we're probably not too far away," he said.

Having been launched in February 2018, it's still early days for the NPP and panel members explored its future uses.

Karen Webb, from the Australian Securities Exchange, said the NPP has application for real-time payments for the exchange for securities lending, non-listed managed funds known as MFunds, funds distribution and corporate actions.

Banks are also doing substantial work understanding the NPP's application for their customers.

"I keep saying the fast part [of the NPP] is not that interesting – but it is becoming interesting to some clients," said Rachel Slade, National Australia Bank (NAB).

Slade said the bank is exploring the NPP's application for making payments on weekends and after 4.30pm and is running a pilot with Swift.

Boulton confirmed the "government has been very interested in using the NPP from the start". He said it makes 2,000 emergency payments each day, for instance to people suffering domestic violence, and it's looking to migrate this service to the NPP. The Australian Taxation Office is also exploring the NPP's use for requests for payment.

Panel members said they would approach some NPP aspects differently if they had their time again.

"At Westpac, we try to do everything perfect on day one but sometimes it's more important to develop a minimum viable product … we should have delivered a modular project rather than tried to boil the ocean," she said.

Panellists were positive about its future and potential to prompt efficiencies in the payments system. Boulton adds: "it's living up to its purpose – we've only just started on the journey but so far the signs are good."

Banks must have superpowers to solve financial crime

By Alexandra Cain

Dispelling the myth technologies will replace people when it comes to solving problems like money laundering and terrorism financing was a central debate at the day two Sibos session on financial crime compliance.

"Technology doesn't take jobs," stated panel member Hiroshi Ozaki, director of the AML/CFT Planning Office for Japan's Financial Services Agency.

But there's an urgent need to reassure people about this. "Banks need to communicate to staff that technology is not about replacing them, it's about empowering them," said panellist Adrien Delle-Case, policy adviser for digital finance regulation and policy at the Institute of International Finance.

This is critical, given banks require people with the right expertise to use new technologies to help solve financial crime. A poll taken during the session asked the audience about the major barriers to using artificial intelligence (AI) and robotics to combat financial crime. The overwhelming response was lack of expertise, with 65% of attendees indicating this was their major concern.

To resolve this, during the session Miles Ward, Google Cloud's solutions director, said technology will help to "give people superpowers" to solve financial crime. To this end, Google has developed a machine learning crash course to help educate people about the potential of this technology.

Ward balked at the term AI. "Google eschews AI – it's about machine learning (ML); we're decades away from AI. ML is a step forward from statistics and it is very confusing machine learning is not more broadly applied," he said.

Delle-Case agreed: "We're far away from AI, but we are moving towards a higher level of robotics to reproduce human decisions – but automating the entire decision-making process is a long way off. It's all about analysing information."

Panellists agreed one of the most difficult areas when it comes to combatting financial crime is complying with different nations' often contradictory data privacy regulatory regimes.

"I'm being forced to choose which law I'm violating," said panellist Michelle Neufeld, head of risk and control for the financial institutions group and international at Wells Fargo.

She also acknowledged banks are experiencing inertia when it comes to adopting new technology to prevent financial crime. "We're slow to adopt new approaches … but disruption is a fact and transformation is a choice."

With cyber criminals becoming increasingly dexterous, the overwhelming message of the session was that banks' choices may become progressively narrow unless they act now to adopt new tools to put up a satisfactory defence.

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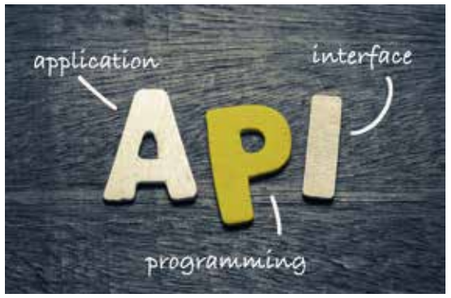
Can a centralised virtual ledger help banks join the API race?

By Henry Vilar

In the panel held at Sibos called "Cross-border payments over a virtual centralised ledger – future or utopia?", speakers discussed the potential of a virtual ledger that could host not only all payments processes centrally, but also incorporate a whole ecosystem of applications that could benefit both consumers and banks in how they manage these payments before, during and after they are instructed.



Sulabh Agarwal, MD in financial services at Accenture, cited Expedia, Easy Buy and Shell as examples of companies that have completely rethought their business models as a result of going stale – for lack of a better word.

More importantly, the way they have done this is via the implementation of third-party APIs.

In the realm of financial services, retail payments is an area where you see some incumbency, and some already-established use cases for APIs, however limited.

An example is how BBVA offers financial products on e-commerce sites at point of sales. However, when it comes to commercial payments, things are much greener.

Niall Cameron, global head of corporate and institutional digital at HSBC, highlights the importance of tracking payments through Swift's global payments initiative (gpi), remarking that a virtual ledger would only increase the ability to track the payment in each step of the process.

Particularly with the potential implementation of APIs, which would also see the introduction of alerts and bots that could keep both customer and bank about significant events during the payment journey.

Peter Maddison, executive director at Commonwealth Bank of Australia (CBA), says a solution like this would make payments faster, more flexible, and more importantly, more consistent, as they do not go through several banks, which each have different banking schedules according to the time zone.

This route may just be the way banks can fight off fintechs in the area of payments, and their series of workarounds that have proved to be quite a success in the retail area of financial services.

With the ability to implement APIs, things would look up for banks. The whole panel seemed to agree on the need to experiment – it is clear that implementation of APIs in this area is a conundrum, so testing and trialling possible solutions is a much needed priority.

Deutsche Bank and Data Labs in big data project

By Tanya Andreasyan

Deutsche Bank says it has "stepped up its big data efforts" with the launch of new analytics capability for its securities services business.

The enterprise analytics capability, "which collates and analyses millions of lines of data daily to identify opportunities for efficiencies in the bank's and its clients' securities settlements", has been developed together with Dublin-based Data Labs.

The launch is "the fruit of agile delivery and close collaboration" between the two parties, and "includes consolidating data from a complex landscape of systems and databases onto a new scalable platform and then integrating it with business analytics capabilities".

The offering will be live in November 2018, starting with the German market.

"The platform represents a key step towards unlocking the value of Deutsche Bank's huge repository of transaction data, which details the holdings and movements of cash, securities and other instruments in and out of client accounts," the bank says.

For example, one initial use case identified includes analysing clients' intraday cash liquidity utilisation, providing valuable insights that enable them to optimise their available liquidity, reduce their funding costs and maximise their returns on cash.

"This is a ground-breaking launch for Deutsche Bank and the wider banking industry," says Fiona Gallagher, Deutsche Bank's head of GTB Securities Services. "There has been a lot of media attention surrounding technology companies moving into the banking space but this move sees us flex our own muscles when it comes to an area traditionally in the technology domain.

"We have the data, we have the technological and analytical capabilities via our data labs and of course, we have the banking expertise – putting us in a strong position to dig into client data in a way that's yet to be fully explored in securities services," she states.

"Next on the agenda for data analytics is ensuring we can identify and understand the drivers behind settlement fails – a key part of achieving settlement efficiency. This is increasingly important following the introduction of the penalty regime under Central Securities Depositary Regulation (CSDR)."

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Shift

Urs Bolt, ambassador for Swiss firm Pikcio, explains how blockchain-based know your customer (KYC) and onboarding fundamentally shift the bank/customer relationship.

Banks and customers both suffer when KYC processes are slow, error-prone, and repetitive. Banks would prefer to get customers onboarded quickly because it improves the banks' time to revenue and other success metrics. Customers want immediate gratification and want to reduce the amount of time required to get access to the products they want from the bank.

First, the bank asks the customer for the information needed. In most cases, this requires the customer to provide paper documents for basic information such as address and identity data. Depending on the banking product and risk involved, the customer could also be asked for information that must be validated by a third party such as an employer or government agency. The first type of information requires the customer to physically appear at the bank branch because of the hard-copy and the face recognition required. The second type of information requires paper-based signed approval from the customer for the bank to request information from the third party. Then it requires days or weeks of waiting while the third party completes the request.

If any of the information doesn't match or gets entered incorrectly (for example, transposing two numbers on a customer's annual salary,) then the process must get redone. After the process is completed to satisfaction, the customer becomes a true customer of the bank with access to whichever products he wanted. If the customer wants a new product, the entire cycle starts over again, even if the customer wants a product from the same bank in a different country.

Blockchain allows immutability of data, timestamping, and auditability. While such solutions, like all decentralised environments, are more expensive to run than centralised systems, they bring improvements to the KYC process that centralised systems can't.

An end to tradition

The basis of KYC is identity validation. Here, blockchain provides capabilities that traditional systems don't. At the foundation layer, consumers (or enterprise bank customers) either upload their data to a secured, encrypted blockchain or allow hashes of their validated off-chain data. The validated data then are available and under the control of the user, but accessible to anyone to whom the user grants access.

In the case of the bank asking for identity data, this brings speed and accuracy: the customer can validate basic information like an address electronically and no longer needs to physically be onsite to request a bank product. Also, the customer no longer needs to simply ask a third party for validation – it has the validation already attested on a blockchain app, so the bank can accept the attestation immediately instead of requesting from the third party and waiting weeks for a response. The KYC cycle time can be cut from weeks to minutes.

Also, consider that the likelihood of data entry errors and other data quality problems will largely be removed. Since blockchain-based identity validation is automated, there are fewer instances where data are entered manually and therefore fewer opportunities for mistakes when entering the data. And when a customer wants a new product at a different bank branch (or a different bank), the customer simply re-shares the validated data again – reusing the existing validations instead of requesting them again from third parties.

Blockchain-based hashes automatically become invalidated when data change – so any important changes will flag to the bank that it must re-request information. For example, if the bank asked for a valid address and then the address changes, the hash will change and that can create an automated flag to the bank to request an updated address from the customer.

"Customers want immediate gratification"

Satisfaction

As described above, blockchain-based identity brings multiple cost-saving and revenue-generating benefits.

Faster time to revenue means more revenue. As customers onboard faster, the banks can generate revenue faster from those customers.

The most prolific customers become more satisfied. A great consequence of improved KYC is that it increases satisfaction most among the banks' most important customers. Consider what the banks want most: highly profitable customers which buy new products and services often or long-duration high margin financial solutions. Those clients will be less frustrated if they don't have to do manual KYC and product suitability checks every time they want a new product. Higher customer satisfaction leading to more business.

Reduced costs for administration of KYC processes. As the process becomes automated, there is less need for many manual steps and for rework to fix errors. This allows banks to cut the administrative costs associated with KYC, particularly data entry.

Finally, there is improved compliance reporting. With the immutability of data and timestamping, banks can prove more easily that they've completed the process to regulatory standards. Also, the banks will spend less time searching for proof among different systems because the validations and times of the bank's request of the validations will all be in one place. This makes it faster and more efficient to report to the appropriate regulatory body. ***DNS***

ABOUT THE AUTHOR

Urs Bolt is an advisor for tech start-ups, publications and knowledge platforms. He is a speaker, panellist, moderator, interviewee, microblogger and author.

A current focus is, in collaboration with Pikcio, on digital identity, KYC, client onboarding, and the verification/validation and secure exchange of personal data.

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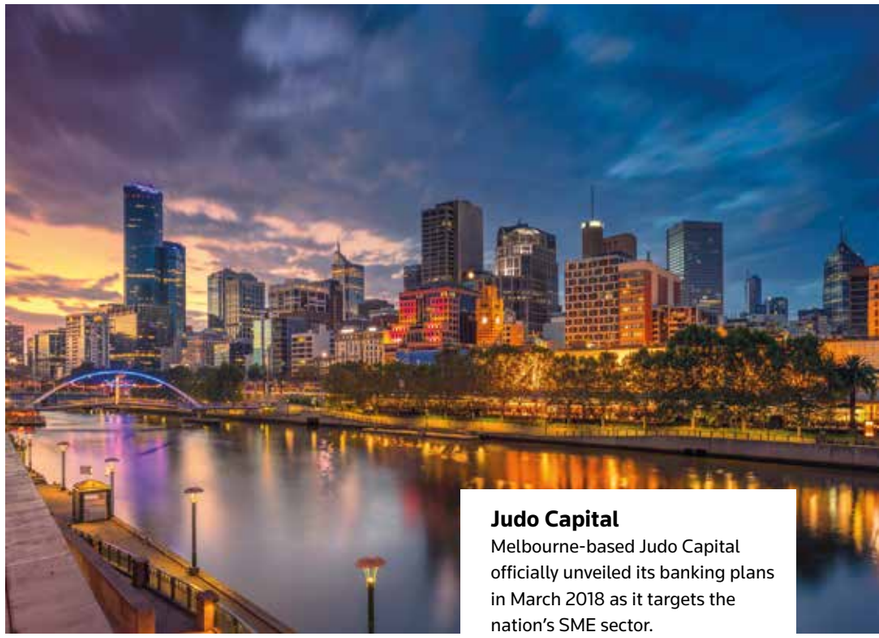
Big four floored?

With several new entrants trying to muscle into the Australian banking sector and upset the big four, *Daily News at Sibos* editor *Antony Peyton* has created a comprehensive list of the known challengers to date and the technology they are using.



86 400

Launched in June 2018, the bank is led by former ANZ Japan CEO, Robert Bell, and ex-Cuscal Payments CIO Brian Parker. Joining as incoming chairman is Anthony Thomson, co-founder and former chairman of Atom Bank and Metro Bank.

It is fully funded and backed by Cuscal, Australia's largest independent provider of end-to-end payments solutions. The plan for 86 400 requires in excess of $250 million of capital over the first three years of operation, with "additional shareholders expected over that period".

86 400 will launch in beta towards the end of 2018 and intends to launch to the public in the first quarter of 2019, complete with a transaction and savings account from day one. It has been working with the Australian Prudential Regulation Authority (APRA) and is "well progressed" into the process of obtaining a full banking licence.

86 400 will be available as both an iOS and Android app from launch.

Archa

Melbourne-based mobile-only challenger Archa is not currently a bank, but is working with a licensed bank partner to open for business. In due course, it will obtain its own ADI (authorised deposit-taking institution) licence.

It positions itself as a financial platform for users to save, spend, travel, send and receive money via mobile phone. Funds can be stored in a fee-free global account, hold multiple currencies at once, and move between them at flat rates.

For its technology, Archa is exploring how it can use blockchain technology and cryptocurrency networks.

Archa was founded in 2016 by Oliver Kidd (CEO), who is also a company secretary for Benitec Biopharma.

The average age in Archa's management team is 28.

Judo Capital

Melbourne-based Judo Capital officially unveiled its banking plans in March 2018 as it targets the nation's SME sector.

Judo says it has started the process of applying for a banking licence from APRA – the culmination of a "strategic build-up of the company" over the past three years. Its model is based on UK challengers such as Aldermore, Shawbrook, and OakNorth.

For its tech, it uses a variety of different vendors. Unifii's Business Transformation Platform is used for its technical infrastructure. For its small business lending platform, it will use one from Realtime Computing, based in Perth, Australia.

To deliver both the platform and application, Judo turned to Microsoft and BankSight. The latter provides a banking CRM and deal builder solution for use both by Judo lenders and partner brokers.

Also involved in the AWS-based lending platform is Brisbane-based Itoc. Judo states that it was designed and built from the ground up in six months.

»

Pelikin

Digital banking start-up Pelikin aims to reshape the way people save, send and spend their money in Australia and while travelling abroad. The company's slogan is "spend like a local". The founder is Sam Brown.

It will be targeting "digital natives" with its app and debit card. It is beta testing features such as immediate currency conversion, foreign bill splitting and group holiday saving goals.

Pelikin says it is doing away with complicated account numbers and instead encourages users to set a unique Pelikin handle, just like Twitter.

"Setting up a Pelikin account will take as little as three minutes and it will travel with you wherever you go," Brown says. "Gone are the days of notifying your bank that you're travelling overseas or waiting over 24 hours for a bank transfer from a friend to come through."

QPay

QPay, based in Canberra, offers a banking platform targeting the student sector in Australia (and also the UK).

It alerts users about their expenses with a mobile notification with an emoji for whatever its users spent their money on – e.g. it will show you a pizza slice emoji if you buy pizza.

QPay was founded in 2013 by Andrew Clapham and Zaki Bouguettaya. Andrew Chick, former Royal Bank of Scotland's (RBS) Australian head, is on QPay's board of directors.

The platform has also been launched in the UK, with 24,000 students from Cambridge, Oxford, Edinburgh and Durham now using QPay Swipe, a pre-paid card.

The app sends targeted and relevant deals to users, based on previous purchase behaviour, "ranging from discounted Netflix and Spotify to reduced co-op books and burritos".

The aim of the card is to help students save money on products and services, with future aims to become a challenger bank in both Australia and the UK.

Tyro

This Sydney-based bank has been around since 2001 and says it is Australia's "largest independent Eftpos provider". It is focused on SMEs and has a licence to provide banking products by APRA. At present, Tyro has around 400 staff members.

In March, it unveiled Tap & Save, to enable merchants to process debit tap-and-go payments through the Eftpos network.

Tyro provides integrated payment, deposit and unsecured working capital solutions for more than 20,000 SMEs, and collaborates with more than 200 POS providers and cloud accounting platforms.

In its fiscal year 2017, it states that it processed more than $10 billion in payment transactions, generating $121 million in revenue.

»

UBank

Unveiled in 2008 and developed and supported by National Australia Bank (NAB). It operates under NAB's banking licence, and offers home loans, online savings accounts, and term deposit accounts. UBank has more than 400,000 customers.

It has launched Free2Spend – an in-app tool for personal finance management (PFM); and RoboChat, a virtual assistant for online home loan applications. The latter was built with IBM Watson.

For its core banking tech, UBank uses Oracle Banking Platform (OBP) from Oracle FSS (and so does its parent, NAB).

Up

The bank (or, to be more precise, banking service) was founded by Dom Pym and Grant Thomas, a former AFL coach.

The tech company behind it is Melbourne-based Ferocia.

Up's technology is fully cloud-based. The financial services are being provided by Bendigo Bank, so Up doesn't need its own banking licence.

The challenger has been kept on the low until now. It has been trialling its services with 1,500 customers, which have sent a total of $2.2 million in transactions.

It already has Apple Pay, Google Play, Garmin Pay and Fitbit Pay implemented.

Up says it is bringing products to the market that Australia has never seen before.

Volt Bank

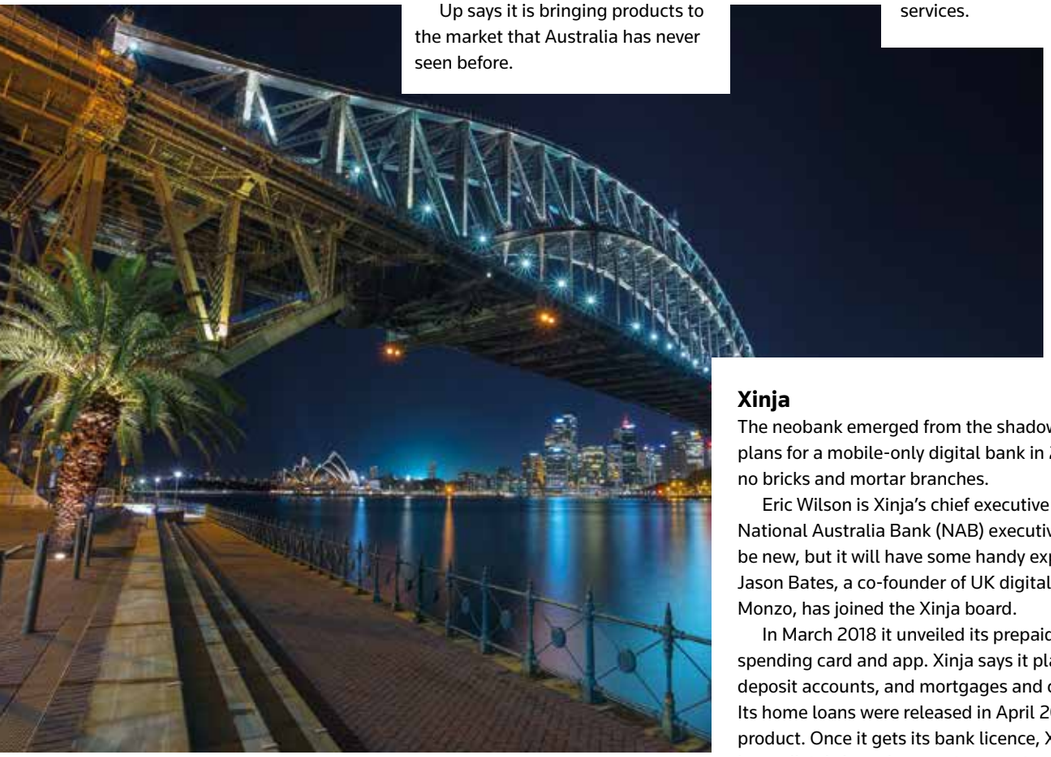
Sydney-based Volt Bank was given Australia's first new restricted banking licence and is now working towards becoming a fully licensed bank.

The bank says it is "mobile first" and is in the early stages of its life. For example, it is recruiting staff and calling for investors.

In October 2018, PayPal and Volt partnered to allow customers to log in using their PayPal credentials.

For its core banking system, Volt has selected Temenos' T24.

The bank was founded by Steve Weston (CEO) and Luke Bunbury (deputy CEO), who have both worked in banking and financial services.



Xinja

The neobank emerged from the shadows to unveil its plans for a mobile-only digital bank in 2017. It will have no bricks and mortar branches.

Eric Wilson is Xinja's chief executive and a former National Australia Bank (NAB) executive. Xinja might be new, but it will have some handy experience on tap. Jason Bates, a co-founder of UK digital challenger bank Monzo, has joined the Xinja board.

In March 2018 it unveiled its prepaid travel and spending card and app. Xinja says it plans to launch deposit accounts, and mortgages and credit cards. Its home loans were released in April 2018 as a beta product. Once it gets its bank licence, Xinja says it will immediately launch current accounts.

For its tech, it uses SAP Cloud for Banking. This provides open banking capabilities, and integration to payment systems and business networks. Xinja can also offer APIs to use and has a mortgage origination platform. The latter is supplied by Australian fintech specialist Iress. ***DNS***

Knowing your customer: blockchain's ultimate killer app?

The concept of identification has always been at the heart of financial services. For banks to manage customers' money safely, they know exactly who they are dealing with – a simple premise on the surface, but a complex and costly task in reality.

While numerous technology solutions exist to help streamline know-your-customer (KYC) processes for banks, a recent study by Thomson Reuters shows that some financial institutions are still spending up to $500 million annually on ensuring KYC compliance. This has driven many banks to de-risk, terminating their relationships with particular institutions, countries and regions.

The emergence of blockchain technology has provided an opportunity for banks to re-engage with customers and correspondent banks excluded as result of de-risking. But design matters. Technology must be coupled with regional KYC and anti-money laundering (AML) standards in order to improve transaction traceability and identify potential suspicious activity, and highly sensitive data must be handled appropriately.

Risk fines or de-risk?

To understand how blockchain can improve KYC, it is important to first understand the scale and scope of the challenge.

Since 2010, 28 major banks have been fined for breaching US sanctions, with seven banks receiving fines exceeding $500 million, of which the highest was $8.9 billion. In one particularly pertinent example, the UK's Financial Conduct Authority and the New York Department of Financial Services issued KYC/AML fines for an institution that formed a cumulative $628 million.

In response, banks have moved to reduce their risk by shedding correspondent banking relationships in developing countries. The high and rising risk of fines and the costs of increased scrutiny have destroyed the tradition of banks extending services throughout the world, particularly to the poorest and most difficult-to-analyse regions.

However, recent technological innovation in blockchain-based systems promises improvement in KYC compliance without the need for extensive networks with central administrators. Data on a blockchain platform's distributed ledger is verifiable and immutable, providing increased transparency to relevant participants.

Regulators impose fines and penalties on banks that don't conduct appropriate due diligence on the entities and individuals they directly deal with; therefore, banks use intermediaries and shift some of the risk to the middle men or reject processing the transaction altogether. The more readily a bank in a well-developed country can access information on the end user and the end user's bank in an unbanked region, the more comfortable it will be with facilitating the transaction.

KYC registry on the blockchain

The shared nature of blockchain technology lends itself naturally to providing a single, unified registry of KYC information for banks. A KYC application built on R3's Corda blockchain platform recently facilitated over 300 transactions during a collaborative four-day trial with 39 financial services firms, as well as various central banks and regulators.

In stark contrast to the typically complex and duplicative KYC processes banks are forced to endure today, Corda's self-sovereign model allows customers to create and manage their own identities including relevant documentation and then grant permission to multiple participants to access this data. This reduces duplication and costs by eliminating the need for each institution to individually attest and update KYC records.

The transactions in the trial were conducted in 19 countries across eight timezones. Banks were able to request access to customer KYC test data, whilst customers could approve requests and revoke access. Customers were also able to update their test data which was then automatically updated for all banks with permission to access it.

Corda's unique technology addresses any concerns around data privacy and security that may arise when sharing identity data. In direct contrast to traditional permission-less blockchain platforms, Corda only shares data with those with a need to see it. This is critical for its application in the KYC space, where sensitive data must be kept confidential.

Having KYC information readily available allows banks to spend more time analysing information rather than collecting and verifying the data received – a key issue in onboarding delays. In addition, all data is fully standardised, significantly reducing the time, cost and resources required to manage it.

A united step forward

The current de-risking problem has pushed millions of individuals and entities out of the traditional banking system and caused them to explore non-traditional payment methods that have little or no government oversight.

The right blockchain technology design coupled with KYC and AML standards consistent across regions will significantly increase traceability to support financial inclusion for the countries and regions whose development hinges upon access to the global banking network.

Following the success of the recent 39-member global trial, R3 is focused on developing the solution, scheduled to go live in 2019. If you'd like to learn more or are interested in participating, please contact abbas.ali@r3.com. ***DNS***

Abbas Ali,
Associate Director, R3

SOCIETE GENERALE

Separating the myth and reality of AI in financial services

Matthew Davey, Head of Business Solutions
Societe Generale Securities Services

There is no doubt that artificial intelligence (AI) is set to fundamentally alter the financial services world. Customer experiences will be enhanced, fraud detected and opportunities unearthed. However, at the moment the hype is overwhelming the potential and firms first need to have a better understanding of where the technology can have the greatest impact.

"One of the biggest challenges is that people are looking for solutions without identifying the problems," according to Matt Davey, head of business solutions at Societe Generale Securities Services. In other words, they should not just employ the technology for the sake of it but have a vision of their objectives and then a plan of the most expedient way of achieving these goals. "Firms can lose sight of their business requirements and how best to use the technology," he says. "The result is that expectations may not be met but there certainly has been a lot of interest created. This is the case with any new technology."

The difference with AI is that it is not an amorphous technology but a collection of tools that are quite distinct and tackle different business issues. They are currently at various stages of development but to date chatbots, or virtual assistants, better known to many as Siri and Ok Google are among the most advanced. However, machine learning (ML), natural learning processing (NLP) and robotics processing automation (RPA) are also gathering momentum. Together, they can generate huge efficiency and quality gains through validation of the data, providing proactive notification and realisation of patterns, identifying errors and producing trade and transaction reports for compliance purposes.

Natural language generation and understanding are also being added to the mix to absorb raw information in large datasets, understand and detect trends and correlations as well as identify inferences,

risks or investment opportunities. Looking farther down the line, NLP and generation will make it increasingly difficult for customers to determine whether they are talking to a human or an AI interface. Voice and facial recognition will also be further developed to improve the customer experience and for cybersecurity.

RPA is also attracting a great deal of attention because it aims to replace the manual handling of repetitive and high-volume tasks. It differs from traditional automation software in that it does not have to be fundamentally redesigned and transformed. "While there has been a lot of focus on how AI can enhance the investment decision making process, RPA is more about improving the operational processes," says Davey. "It is gaining traction in financial services because its scalability and efficiency makes it a compelling business case. Banks have spent time and money on integrating legacy and new systems but you still need a human to rekey information. RPA enables you to parameterise the process and run it 24/7."

Aside from the benefits in integration, Davey points to several other viable business use cases in trade processing, reconciliation and client controls. "For example, RPA can also be used in setting up funds where people have to key in a lot of different details. The technology can define the process, automate it and then automatically make the updates."

Not surprisingly, there could be a host of regulatory issues surrounding these new technologies but legislators are treading carefully for now. For instance, in the UK, the Financial Conduct Authority (FCA), is looking to roll out its so-called "sandbox" which it launched in 2016 on the global stage. The initiative allows financial service firms to formulate new ideas and develop products in a "safe" environment plus offers support in identifying appropriate consumer protection safeguards that may be built into new products and services.

"People are aware of the risks," says Davey. "Transparency is one of the most important things and firms need to ensure that when the technology is deployed, the decision-making process and how it works is well understood." ***DNS***

Alpha-bets: M-R

In the third part of our new feature, we have a look at fintech firms that are worth watching. This article focuses on four names within the M-R letter range. *Tanya Andreasyan*, editor-in-chief of *FinTech Futures*, makes her selection.

MONEYTHOR

Moneythor was set up by Olivier Berthier in 2013, following his departure from Misys (now Finastra) after six years with the firm.

Its HQ is in Singapore and it has an office in Paris, developing software components to provide digital banking and marketing and analytics for banks.

Its toolkit and personalisation engine has proved attractive to banks and financial institutions in Europe and Asia Pacific – with takers including Crédit Mutuel Arkéa and Orange Bank in France, and Raiz Invest in Australia (formerly Acorns Australia).

Among the biggest names on the client list are APAC heavyweights DBS, Citi, CIMB and Standard Chartered. The latter signed with Moneythor last year to supplement its client-facing transaction insights (as part of the bank's new chatbot roll-out), initially in Hong Kong.

NORDEA

A Nordic banking group busy on many fronts – from moving its HQ to Finland from Sweden; to being among the first large incumbent players in Europe to embracing open banking; to joining forces with four other regional banks to create a regional know your customer (KYC) infrastructure; and to investing over €1 billion in an enterprise-wide technology overhaul.

The latter has been under way since 2015, with Temenos as its main tech supplier (Temenos' largest deal to date) and Accenture as integrator. FIS's (formerly Clear2Pay's) Open Payment Framework (OPF) is to be the bank's new payments hub. On the way out is a host of legacy tech, including from Finastra and Tieto.

In spring 2018, Nordea started the roll-out of a "completely new" mobile banking app, with Finland as the first country.

On the blockchain front, Nordea joined the we.trade consortium as founding partner. Together with IBM, we.trade is building a platform based on distributed ledger technology (DLT) for domestic and cross-border commerce.

And finally, in summer this year, Nordea bought a digital bank in Norway, Gjensidige, for €578 million, adding 176,000 customers, €4.8 billion in assets and 170 staff, and reinforcing its position as Norway's second largest bank. Gjensidige will be gradually incorporated into Nordea and its operations migrated onto Temenos' T24, from legacy platform supplied by local banking tech vendor Evry.

On top of that, in September it brought its open banking to Sweden.

RESERVE BANK OF AUSTRALIA

No banking event is complete without the country's central bank on the scene. Enter Reserve Bank of Australia (RBA).

RBA assumed its duties in January 1960, when the Reserve Bank Act 1959 removed the central banking functions from Commonwealth Bank of Australia (CBA).

It specialises in services to government agencies, other central banks and state organisations, and manages the country's gold and FX reserves. It processes over 320 million payment and 25 million collection transactions per year.

It also oversaw the introduction of the country's real-time New Payments Platform (NPP). The implementation project started in 2014, with Swift as the tech and services supplier; and the first go-live took place in early 2018.

In spring 2017, RBA embarked on a major tech overhaul with TCS Financial Solutions. The Indian vendor won the AU$13.6 million ($10 million) contract to supply its core banking system, TCS Bancs, to RBA. The deal followed a two-year system selection process.

The initiative – one of the largest tech modernisation projects at the bank – is scheduled for completion in 2019. TCS Bancs will replace legacy software and will be hosted on RBA's existing infrastructure and interfaced to the bank's PeopleSoft general ledger.

RIPPLE

Blockchain alert! Ripple is known for being one of the most active players on the DLT scene. Its abundant proof of concepts (PoCs) and pilots in the cross-border payments space are well publicised.

In mid-2016, Canada's ATB Financial sent €666.67 to ReiseBank in Germany using Ripple tech, with the transaction completing in eight seconds. The participants said this was the world's first bank transfer using blockchain.

The following year, the Bank of England's accelerator teamed with Ripple for a PoC.

In the Middle East, National Bank of Abu Dhabi became the first bank in the region to introduce real-time international payments on Ripple's network.

Meanwhile, Axis Bank became the first bank in India to do the same.

In spring 2017, BBVA completed "the first real-life implementation of an international money transfer using Ripple's new DLT". The transaction, which ran on BBVA infrastructures with real money, resulted in money moved between Spain and Mexico "in a matter of seconds".

Earlier this year, Santander launched an international payments service for retail clients in Spain, Brazil, Poland and the UK – Santander One Pay FX – using Ripple's tech, XCurrent. By the way, InnoVentures, Santander's $200 million venture capital fund, is an investor in Ripple.

At last year's Sibos, Ripple attracted attention on the opening day with its cars outside the Metro Toronto Convention Centre (MTCC) ferrying people back and forth to its own rival "Swell" event downtown.

And to finish on a double blockchain note: R3 and Ripple sued each other over an options contract to purchase the latter's digital currency XRP.

But kissed and made up in September when they reached a secret settlement of all outstanding litigation.

Tanya Andreasyan, @TanyaBankTech

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Thursday, 25 October 2018
From: 12:30 – 13:30 (local time)

International Convention Centre (ICC), Sydney, Conference Room 1

Pole position

Nordea is actively positioning itself for a digital and real-time future. *Erik Zingmark*, head of transaction banking, explains the bank's active engagement to ensure its future success.

Central to the bank's efforts is the replacement of its full legacy stack. This project extends to include accounts, payments and the data warehouse of the bank replacing different stacks with a single integrated platform. "We decided to do this all in one go because it will reduce integration to legacy while implementing the new platform," explains Zingmark. "Because the business is now lying on a new technology platform we will be able to add to it and future proof ourselves," he says.

The new platform should be fully operational by 2020 and the banks sees it as part of a bigger journey of simplification – of process and of operations. Being architectured on a single platform means we can add in capabilities on top of it quite easily. Examples are the API platform, PSP and mobile payment capabilities as well as blockchain – all of which are aimed at improving the customer experience and income generation.

To ramp up its digital capabilities the bank acquired Gjensidige Bank in July this year. The acquisition was partly driven by Gjensidige's digital capabilities and also by the opportunity to consolidate Nordea's own presence in Norway and create scale. "It was an intelligent acquisition that provides digital capabilities and scale for us – we hope things will be finalised soon," says Zingmark.

"We also want to support the growth of the Nordic economies and make us an attractive region for entrepreneurs."

Erik Zingmark, Nordea

Real-time railway

The bank is also playing an active role in a payment infrastructure project within the Nordic region. It is in a partnership of seven banks all looking to create the 'railway' for a real-time payments infrastructure within the Nordic region as whole. "By creating this real-time cross-border infrastructure we can create scale and that allows for attractive unit pricing," says Zingmark. "We also want to support the growth of the Nordic economies and make us an attractive region for entrepreneurs, start-ups and developers to come and test out real-time payments capabilities within a fully regulated and approved environment."

He says that the banking community as a whole; banks, regulators and central banks are all fully on board and enthusiastic about this project, inherently complex as it is. "We all know that it's just not viable to continue to operate in a fragmented and piecemeal way and it's so encouraging to see the current levels of cooperation and collaboration. This is something to be really excited about," he says.

Going forward Zingmark thinks that the question will be how banks, fintechs and bigtechs will approach the need to retain the customer interface. Banks have already moved to do this by providing API platforms and as the current 'owners' of the customers the battle is theirs to lose.

"Banks know that they cannot survive just by processing transactions and this is why we are hearing so much about eco systems and the platform economy," says Zingmark.

The question will be, he says, whether the fintechs will opt to collaborate with the banks or take them on entirely. "Only a minority will be truly disruptive and the rest will partner with banks," he says.

As of the bigtechs, he thinks that they are well aware of the difficulties of operating in a cross-border banking environment and may opt instead to capture value thorough collaborative means. "They can get a lot of what they want without actually being a bank and the intelligent players know this," he says. ***DNS***

A rum tale

Richard Buckle, founder and CEO of Pyalla Technologies, looks at Sibos and Sydney's ongoing pursuit of the ideal currency.

With Sibos in Sydney there isn't a better time than now to talk about digital currencies. After all, in Sydney's past there was put in place a forerunner to digital currencies, Rum! That's right, rum. For quite some time that first Australian colony was known as the rum colony after a cargo ship pulled into Port Jackson with 7,500 gallons of rum on board. Surprise, surprise! The military forces of the day bought all 7,500 gallons of that rum and as the nineteenth century began, this rum had become the colony's leading currency. Indeed, the only currency given that the "trust" that was backing this currency was yes, the "rum corps". Construction of the colony's first church along with the first hospital was paid for with rum – 60,000 gallons of rum for the hospital – which begs the question: For how many years did the rum corps water down the rum thereby orchestrating one of the world's first currency devaluation?

Rum may not have been the ideal currency for the colony but when banknotes finally appeared, twenty or so years later, they carried the most surprising assurance. With a touch of poetry, each banknote included the words, "When we cease to render strict and impartial Justice in the Administration of the Affairs of the Bank, as it regards the Public on the one hand, and the Proprietors on the other, be our Names and Characters branded with perpetual Infamy".

Today, arguably the currency of Sydney is water front real estate as wealthy individuals from all corners of the globe cash in whatever local currency they might have in exchange for homes and condos that have real value. At a time when currencies are fluctuating as wildly as they are doing of late, it simply makes sense to convert to bricks and mortar in areas coveted by everyone. Against a backdrop of such a history, it's not surprising then to read that Australia is looking into embracing digital currencies. Not a cryptocurrency like Bitcoin, but rather, an Australian token yet to be defined or created.

Last year, the Reserve Bank of Australia (RBA) was also investigating the 'pros and cons' of establishing a digital currency. Governor Philip Lowe said in a speech last month that while going into direct competition with retail ››

banks is not something they're planning to do; the RBA is working to see if a system to issue Australian dollars in the form of electronic files or tokens for specialised situations is a good idea. What was taking hold within the RBA was the thought that perhaps the underlying distributed ledger technology (DLT) may prove invaluable to the central bank long term.

"The tokens could be exchanged among members of a private, permissioned distributed ledger, separate from the RBA's real-time gross settlement (RTGS) system, but with mechanisms for the tokens to be exchanged for central bank deposits when required," said Governor Lowe. "This seems to be the general model that some people have in mind when they talk about 'putting AUD on the blockchain', although other technologies might be able to achieve similar outcomes". Imagine it; the a-dollar that on the one hand could assure it would be at the top of any list of currencies being traded.

In a country that produced polymer banknotes – paper notes degraded too quickly when left on a bar countertop awash with beer, or so it was reported – the transition from rum, to paper (with disclaimers) to polymer to digital doesn't seem all that far-fetched. Furthermore, in a country where almost any mineral of value can be unearthed at any time – you drill for oil and come up with pink diamonds; what a country – there would never be any issue about trust or about what ultimately backs the currency if that is even a concern of anyone these days. Backed by gold? Back by Lithium? Backed by the mythical Unobtainium found on the moon, Pandora? It really doesn't matter. If the RBA says the country is going tokens, the country will go that way if only to ensure it stays ahead of the Canadians.

Central banks are a close community and today, there really are only about five or six global currencies worth watching – the US Dollar, the Yen and the Euro and yes, naturally, the Canadian and Aussie dollars. China may huff and bluster, but with what has been happening of late, as a result of the ongoing trade disputes with the US, doesn't do a lot for confidence mid- to long-term as far as the Renminbi is concerned and as for Switzerland? Well it too has "requested a report on the risks and opportunities of introducing its own state-backed digital currency, or so ››

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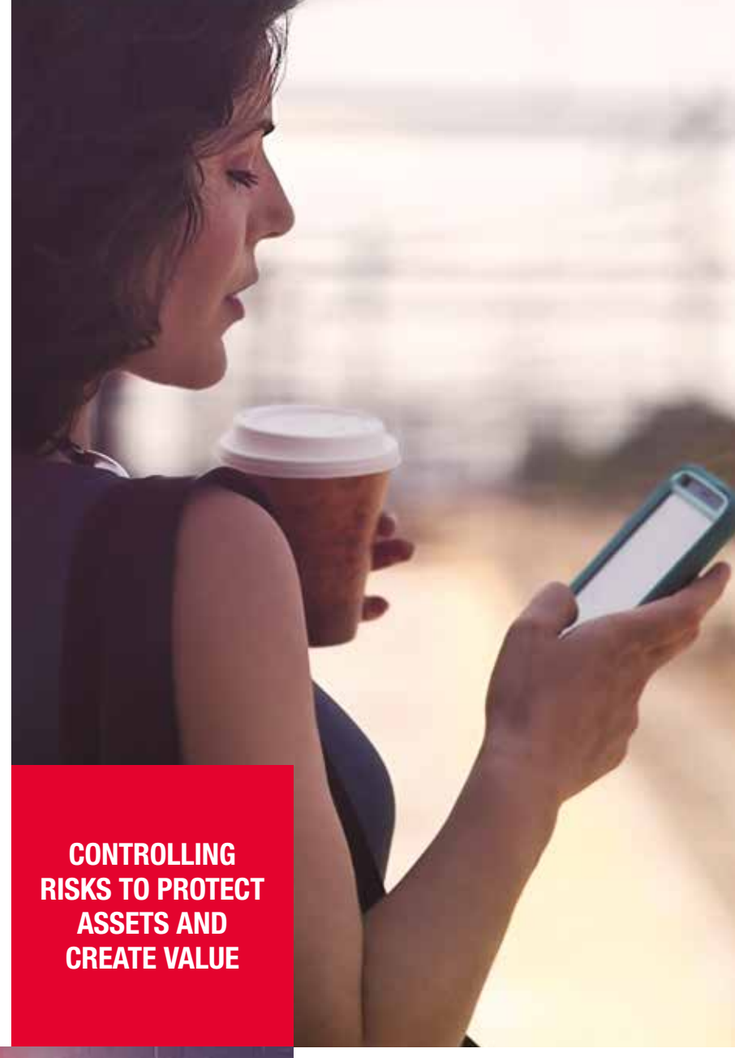

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called 'e-franc'", according to a May report in Reuters. Which leads us to the next question to be asked: What of the UN, the World Bank and the IMF? Surely, this is all small talk and chit chat by nations all thinking about their local markets. Surely there should be a global digital currency targeting legal transactions where trust is assured not by rum or threats of perpetual infamy but rather, by mutual transnational cooperation by everyone. In reality, the path to digital currencies will be a difficult one but we will get there. It's inevitable and as far as I am concerned, it cannot happen soon enough.

As they say in Australia, fair enough! Won't happen; so it's back to a-dollars and e-francs. The road to all digital currencies will not be straightforward nor will it proceed without the occasional complete meltdown of public trust. As Sibos 2018 attendees look around this magnificent harbour city and yes, look past the eye-popping real estate harbor-side even as they pull out their plastic cards and cash, then maybe, just maybe, attention being paid to national digital currencies will look even further afield. There are only a half dozen currencies worth watching so shouldn't that be all the digital currencies we need? Shouldn't every citizen on the planet be given a choice? And wouldn't it be great if currencies no longer projected sovereignty or were associated with regimes or personalities? Life would be so much simpler and our smartphone would be our ATM. On the other hand, I hear my colleagues becoming restless as we head for the bar; I guess I have to pull out more polymer to buy the next round of rum. It's Sydney after all, and as they say, it's my turn to shout! ***DNS***

SWIFT gpi: How global payments are going digital

Thierry Chilosi, Head of gpi Customer Success Team, explains how SWIFT is reacting to this year's 'Going Digital' Sibos theme.

How can we interpret drivers for 'Going Digital' within the payments industry?
I think there are two key drivers within payments – the customer experience, which demands a digital experience and the technology that enables that to happen.

Customers live in a hyper connected world and they want better experiences around all elements of that. This translates into the financial world, too, and the financial industry needs to become more real time, transparent and efficient in its dealing with customers.

Technology, meanwhile, delivers the ability to meet customer expectations. APIs are one key enabler. They deliver to us the means to assemble processes into an ecosystem and expose that to customers over a real-time and easy-to-use interface. It's all about making something previously complex both easy and cost efficient. AI and data, meanwhile, allow for access to knowledge via richer data. This means we can see customer behaviour as well as our own processes and find where the gaps are in meeting the demand of the customer with our processes – our processes can be made smarter.

How does your real-time cross-border proof of concept, using SWIFT gpi, fit into all this?
SWIFT gpi is the new standard in global payments. The service is already live with coverage of 700 corridors and daily volumes of one million transactions. The proof-of-concept relates to reusing this same new digital payment rail to connect with domestic real-time payment systems. We've trialled in it China, Singapore, Thailand and Australia and it confirms that banks can now send and receive funds in seconds and securely across domestic systems.


Thierry Chilosi, SWIFT

One of the things we have also found with our system is that it allows not just for the cross-border payment itself but also for its tracking within the domestic system. In trials, we linked the two within 18 seconds. Previously, this process could take a day or so under the old 'fire and forget' system where the payment would be made but there was hardly any tracking to know if it had arrived.

What are the next steps with this?
We are now looking for universal adoption. We already have 280 financial institutions on board and in about four weeks' time every single payment within our system will have a tracking number. That will then be consolidated next year with a function enabling the receiver to post to indicate that a payment has arrived – at this point, we consider universal adoption to have been made.

We're also aiming to provide value added services. This is not just about providing connectivity, it also includes things like pre-validating a payment so that the sender knows in advance both when and how much is coming.

What are the hurdles to be overcome?
One of the biggest hurdles is that everything seems to be happening at once. So, we need to make sure that we can help people adopt new things at their own pace. We need to be modular and allow for well-timed onboarding that suits the customer. We also want to see a new digital experience exposed to the end-customers. This is already being done in China where mobile use is already very high. It's all about creating a unique and high value user experience and understanding that the payment is part of the overall transaction. Without ease of payment, the whole transaction might fail. ***DNS***

YOU CAN CHECK OUT SWIFT GPI DISCUSSIONS AT SIBOS TODAY:

- **09:45-10:45:** *Conference L3*, Conference Room 6, "Lessons learned implementing gpi – Next, going global"
- **10:00-10:45:** *SWIFT Hub L2*, SWIFT Hub 1, "SWIFT gpi – Delivering value to multi-banked corporations"
- **12.30-13:15:** *SWIFT Hub L2*, SWIFT Hub 1, "SWIFT gpi – An opportunity to make cross-border payments real-time"
- **17:00 to 17:15:** *SWIFT Hub L2*, SWIFT Hub Theatre, "SWIFT gpi case study – Grasping gpi benefits as a multi-bank corporate"

Polls and Souls

Welcome to our new feature that captures the best Twitter polls and tweets from the show.

Who would be the most likely group behind a massive cyber 9/11 attack?

Nation states	45%
Organised crime	33%
Cyber terrorists	16%
Hacktivists	4%
Malicious or unwritting insiders	2%

Tweet

"Being big doesn't make you important, being connected makes you important."

Parag Khanna, Managing Partner of FutureMap

Which is the most important way for technology to help banks to address the challenges of geopolitical uncertainty and trade wars?

By improving access to data that allows banks to make quicker and more informed decisions	42%
All of the options	37%
By improving the assessment of counterparty or country risks	11%
By reducing the cost of compliance, particularly in complex supply chains	5%
By speeding up transactions	5%
By tightening AML/KYC compliance	0%

Tweet

"Attracting people with soft and engagement skills is key to overcoming the cybersecurity challenge"

Jacqueline McNamara, Head of Cyber Security, Telstra

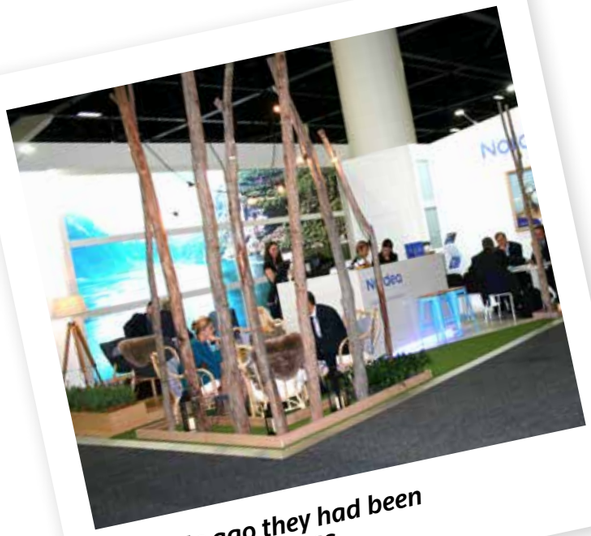
What is the most promising solution for the future cross-border payments model?

Centralised: e.g. centralised virtual ledger	73%
Decentralised: e.g. distributed legder base	27%

Tweet

"Progress is Darwinian – only the banks that adapt nimbly to distributed trust will prosper in a changing ecosystem."

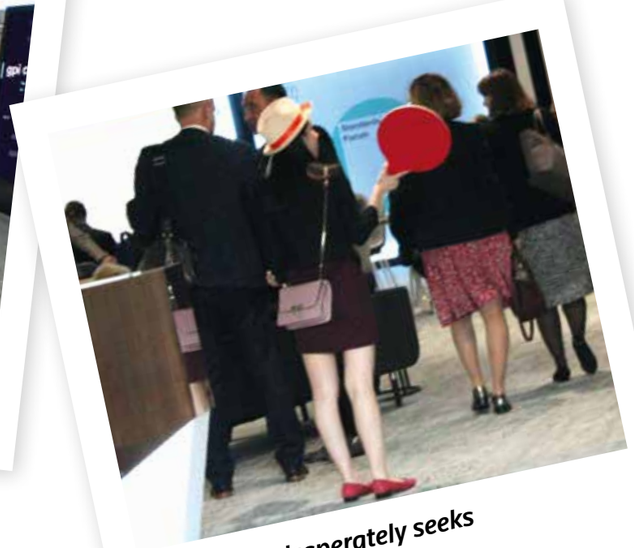
Ghela Boskovich, founder of FemTech Global



A minute ago they had been climbing those trees

The world's largest toffee apple has gone missing

Whatever... just take me to a bar where alcohol is served



Young lady desperately seeks table tennis partner

SBERBANK

Is a cyber 9/11 event inevitable?

Sberbank's cybersecurity subsidiary Bi.Zone provides the answers.

Back in July, *FinTech Futures* attended the International Cybersecurity Congress in Moscow, where Dmitry Samarstev, CEO of Sberbank's cybersecurity subsidiary Bi.Zone, told us that its work with international organisations like the World Economic Forum or Interpol would set standards on the future of the fight against cybersecurity.

As the biggest bank in Russia, Sberbank and its subsidiaries are in a privileged position to monitor, analyse and share information from the Russian-speaking cybercrime community, the largest and most sophisticated one.

A few months later, at Swift's Sibos conference in Sydney, his message resonates in a theatre with a much more international audience. He calls for communication, information sharing, and collaboration to fight the growing threat, which nearly triples in capacity, from darkweb-organised cybercrime.

"Is a cyber 9/11 event inevitable?" the panellists are asked. Troy Hunt, Aussie independent cybersecurity consultant, paints the horrifying picture of a mass loss of service that could affect business and daily life worldwide in a large scale.

Hunt reminisces, like a veteran dealing with PTSD, of last year's WannaCry's attack, which left some services within the UK's National Health Service inoperative for a few days. Patients couldn't schedule appointments, surgeries were postponed ... what is even worse for many, two years ago, Petnet's internet of things (IoT) devices malfunctioned, which had some pets not being fed for over ten hours.

Samarstev explains the worst likely attack scenario for a company is becoming victims of several types of attacks simultaneously such as DDoS and social media manipulation. This may prompt many customers to withdraw their money, which would create myriad problems with cash flow and liquidity, among other things. For an in-depth explanation of how organised cyberattacks operate, read our reports from Moscow's ICC on the *FinTech Futures* website.

A "cyber 9/11 event", however, would largely disrupt organised crime's business model – they thrive when these gangs can steal money from running functional networks. So, as the audience poll revealed, nation states would be the most likely threat in perpetrating an attack of this kind.

"Corporate players need to share information and make cyber criminals' lives more difficult and more expensive."

But the threat of these is overstated, Samarstev said in a follow-up interview with *Daily News at Sibos*. "Spies will spy, and they will find ways to do so. How governments can access your data through back doors is mostly all hype. Yes, it may happen, but it is nothing in comparison to the threat organised cybercrime entails. We need to do something about it before the damage they do gets out of hand."

"Even the idea that the NotPetya attack was Russia-sponsored doesn't make sense – the largest target was Russia's biggest oil company," he points out. "Surely government-sponsored attacks could do a better job than that?"

Nevertheless, in Samarstev's words, "even if nation states are attacking us, we can't even consider it." These words resonate, as Samarstev's calls for collaboration often meet deaf ears, as collaboration among the many and disparate law-enforcement agencies across the world is sometimes thwarted by political obstacles.

This is not something that happens in the cybercrime community. As Jacqueline McNamara, head of cybersecurity at Telstra, Australia's largest telecom, explains, cybercriminals are not short of incentives to share information and communicate about how regulations, technology, tools and other information that might aid them in launching an attack successfully.

Increasingly, the lack of communication and collaboration channels prevents criminals from being caught. "Many companies can easily identify the criminals themselves, but we can't catch them ourselves. We need law-enforcement agencies to do that for us," says Samarstev.

Samarstev concludes: "The industry, in terms of cybersecurity, is clearly not doing enough about it. We can get all the best tech, but we won't be able to fight off all these attacks if the whole industry doesn't learn how to behave towards them. It's like buying a Ferrari and not knowing how to drive."

Sibos is a great place to kick off the necessary collaboration. Swift's network is connected to many banks, and it can be the igniting factor to roll out a process of communication and collaboration among financial institutions.

"There's not much I can do at a governmental level, other than keep putting pressure so law-enforcement agencies start to talk to each other," states Samarstev with a sigh. "I just hope that, when it comes to it, they talk to tech companies to get the practical expertise to apply in anti-cybercrime efforts." ***DNS***

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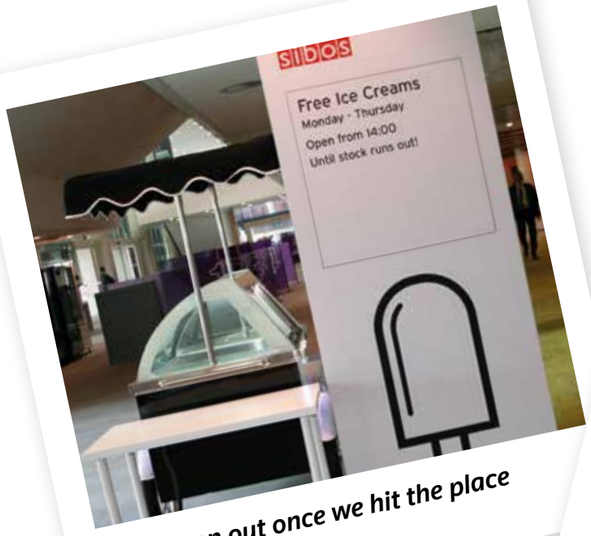
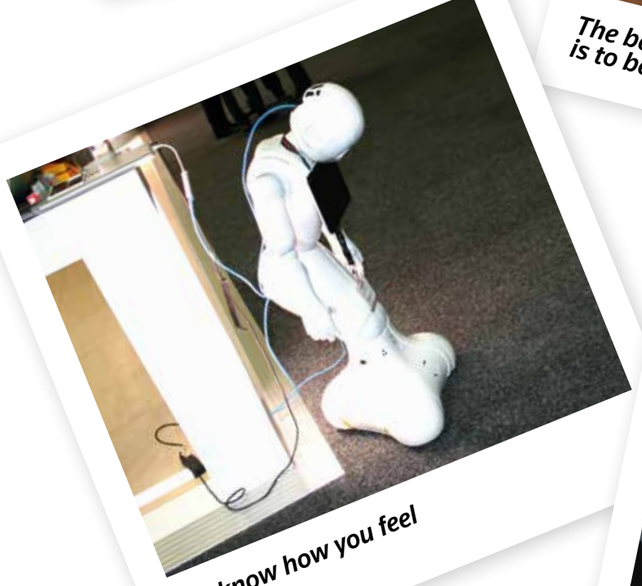


Stocks ran out once we hit the place

The best way to get through Sibos is to be virtually someplace else



We know how you feel

Duh! Those are books, not concrete and brick

Learn more & meet members at the panel discussion.
E3.10/Theatre
3pm, Wed - 24 Oct

sibos

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