

# 2021 MALAYSIAN BANKING AND FINANCE SUMMIT

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Future of Banking in the New Normal – Disruptive  
Innovation, Technology and Transformation

5 August 2021, The Ritz-Carlton Kuala Lumpur

**Opening Keynote Address:  
The Role of Banks and Financial Institutions in Supporting  
National Economic Recovery by**

**YB Senator Datuk Seri Utama Tengku Zafrul Abdul Aziz  
Minister of Finance**

**Special Address: My Digital Initiative and  
12th Malaysia Plan - Challenges and  
Opportunities for the Banking and Financial Sector by**

**YB Dato' Sri Mustapa bin Mohamed  
Minister in the Prime Minister's Department (Economy)**

**Closing Keynote Address by**

**Datuk Shaik Abdul Rasheed bin Abdul Ghaffour  
Deputy Governor, Bank Negara Malaysia**

## ABOUT THE SUMMIT

The COVID Pandemic has caused widespread disruption globally to nations, economies, business and society. The banking sector is not spared. In fact banks globally have to face the brunt of reduced earnings as well as higher loan provisions with an almost universal loan moratorium to save businesses. Hence in the new normal banks have to cope with new challenges. Disruptive change is the new normal for banks and businesses worldwide.

Increasing use of new technology, the emergence of digital banks, the need to enhance operational effectiveness and productivity as well as the war for talent are among some of these challenges. How will Malaysian banks cope with these new challenges and strategic issues? How can Malaysian banks keep abreast of new global and technological trends? What are the threats and risks facing banks in the new normal.

Like the old saying, every dark cloud has a silver lining, the tough challenges ahead will also create new opportunities. What are the new opportunities for banks in Malaysia? What are the new niches?

The 2021 Malaysian Banking and Finance Summit is a high-level event bringing together senior bankers, technology experts and thought leaders to share their perspectives and exchange ideas and knowledge. The Summit will provide a timely opportunity to discuss the post Pandemic challenges facing banks and financial institutions in the new normal.

Participants will be able to feel the pulse of the economy, the business community and the banking sector.

For further enquiries or registration,  
please email to [mradi@kasi.asia](mailto:mradi@kasi.asia) or  
[wani@kasi.asia](mailto:wani@kasi.asia)

# Programme

5 August 2021 | The Ritz-Carlton Kuala Lumpur

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<b>8.30am</b>	Arrival and Registration / Morning Refreshments	
<b>9.15am</b>	<b>OPENING CEREMONY</b>	<b>WELCOME SPEECH BY</b> Tan Sri Abdul Wahid Omar, Chairman, Advisory Council, Economic Club of Kuala Lumpur
		<b>INTRODUCTORY REMARKS BY</b> Tan Sri Michael Yeoh, President, KSI Strategic Institute for Asia Pacific
	The Role of Banks and Financial Institutions in Supporting National Economic Recovery	<b>OPENING KEYNOTE ADDRESS BY</b> YB Senator Datuk Seri Utama Tengku Zafrul Abdul Aziz, Minister of Finance
	Presentation of Mementoes	
<b>10.00am</b>	Morning Refreshments	
<b>10.30am</b>	<b>SESSION ONE</b> CEO Forum – The Future of Banking: What Will Banks Look Like in the New Normal	<ul style="list-style-type: none"><li>• How has the pandemic disrupted banking?</li><li>• What are the trends in banking?</li><li>• What are challenges and opportunities facing the banking sector?</li><li>• How to balance between bank profitability and serving national needs?</li></ul>
<b>11.45am</b>	<b>SESSION TWO</b> Digital Banking and Fintech – The Game Changer	<ul style="list-style-type: none"><li>• How can technology disrupt banking?</li><li>• Will digital banks pose a threat to traditional banks? Competition or collaboration?</li><li>• What will shape the future of fintech?</li><li>• How can banks cope with digital disruption?</li></ul>
<b>1.00pm</b>	<b>SPECIAL ADDRESS</b> My Digital Initiative and 12th Malaysia Plan – Challenges and Opportunities for the Banking and Financial Sector	<b>Speaker</b> YB Dato’ Sri Mustapa bin Mohamed, Minister in the Prime Minister’s Department (Economy)  <b>Introductory Remarks and Moderator</b> Datuk Seri Mohamed Iqbal Rawther, Chairman, EXCO, Economic Club of Kuala Lumpur
<b>1.30pm</b>	Lunch	
<b>2.30pm</b>	<b>SESSION THREE</b> Sustainable Banking and Finance – Promoting Sustainability and ESG	<ul style="list-style-type: none"><li>• What are the challenges, risks and opportunities in sustainable banking and finance?</li><li>• How can banks promote the sustainable agenda and help achieve the SDG’s?</li><li>• Meeting ESG goals – the way forward for banks</li></ul>
<b>3.45pm</b>	<b>SESSION FOUR</b> Achieving Customer Satisfaction – How People, Technology and Processes Can Meet and Exceed Customer Satisfactions	<ul style="list-style-type: none"><li>• How digital technology can help achieve customer satisfaction</li><li>• Managing the talent war in the new normal – attracting and retaining good performers</li><li>• The importance of leadership and change management in operational efficiency</li><li>• How can operational processes be redesigned or upgraded to enhance efficiency and customer satisfaction?</li><li>• What are metrics to measure customer satisfaction?</li></ul>
<b>5.00pm</b>	<b>CLOSING KEYNOTE ADDRESS BY</b>	Datuk Shaik Abdul Rasheed bin Abdul Ghaffour, Deputy Governor, Bank Negara Malaysia
<b>5.30pm</b>	End of Summit / Afternoon Refreshments	

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## Notes



- The Organizers reserve the right to alter the content and timing of the Programme in the best interest of the Summit and is not responsible for cancellation due to unforeseen circumstances.
- The Organizer accept no responsibility for statements made orally or in written material distributed by any speaker at the Summit. In addition, the Organizer is not responsible for any copying, republication or redistribution of such statements.
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## About KSI Strategic Institute for Asia Pacific

KSI is an independent not-for-profit think tank dedicated to improve socio-economic wellbeing through the development of public policy ideas through research, public interaction, and providing insight. We provide policy advocacy, leadership development and strategic planning to policy makers and members of society.

### **KSI's Vision**

KSI is a leading organiser of high level conferences and forums providing platforms for the best minds to meet, interact, discuss issues & trends impacting on business and competitiveness.

To enhance dialogue between Governments, Business and Civil Society in promotion of inclusive and sustainable development.

### **The Core Focus area:**

- Economic competitiveness
- Strategic analysis
- Business strategy
- Sustainable Development Goals
- National unity
- Global governance
- E-Commerce
- Human Capital
- Intellectual Capital
- Social Capital

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# PARTICIPANT REGISTRATION FORM

5 AUGUST 2021  
THE RITZ-CARLTON KUALA LUMPUR

2021  
MALAYSIAN  
BANKING  
AND FINANCE  
SUMMIT

Please fill in **BLOCK** letters and print with **BLACK INK**. One form per person.

Yes! I would like to attend The 2021 Malaysian Banking and Finance Summit.  
Please make a reservation for the following:

## PERSONAL DETAILS

Name:

Organisation:

Designation:

Address:

Office Number:

Mobile Number:

Email:

Fax:

## REGISTRATION FEE

**PRICE PER PAX** (Please tick ( ✓ ) your choice)

- |   |  |
|---|--|
| <input type="checkbox"/> Registration Fee         | RM900 (Pricing listed inclusive of 6% SST) |
| <input type="checkbox"/> Government/Public Sector | RM750 (Pricing listed inclusive of 6% SST) |
| <input type="checkbox"/> Group of 2 or more       | RM700 (Pricing listed inclusive of 6% SST) |
| <input type="checkbox"/> ABM members              | RM630 (Pricing listed inclusive of 6% SST) |
| <input type="checkbox"/> Virtual Conference       | RM500 (Pricing listed inclusive of 6% SST) |

*The registration fee includes conference material, coffee breaks and lunch.*

## FOR THE PUBLIC OR GOVERNMENT SECTOR

A Local Order (LO) or letter of approval to participate must be presented before the event.

**Service tax number** B16-1903-32000112

**Effective date** 1 April 2019

## PAYMENT METHOD

**MODE OF PAYMENT** (Please tick ( ✓ ) your choice)

- |   |  |
|---|--|
| <input type="checkbox"/> <b>Cheque / Bank Draft</b>   | Payment by cheque or bank draft must be made payable to:<br>Kingsley Advisory And Strategic Initiatives Sdn Bhd  |
| <input type="checkbox"/> <b>Bank Transfer</b><br>(kindly email or fax the payment<br>slip to the Secretariat) | Account Name Kingsley Advisory And Strategic Initiatives Sdn Bhd<br>Bank Name Malayan Banking Berhad<br>Address B-13, Garden Shoppe One City, Jalan USJ 25/1, USJ 25<br>47650, UEP Subang Jaya, Selangor Darul Ehsan<br>Account Number 518617007256<br>Swift Code MBBEMYKL |

- Registration will only be confirmed when the full payment is received. Please send your payment to the Secretariat at the address above.
- Admittance may be denied upon failure to make full payment

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## CANCELLATION/SUBSTITUTION POLICY

Upon registering, participant(s) are considered successfully enrolled in the event. Should participant(s) decide to cancel/transfer their enrolment, a cancellation/transfer policy shall be applied as follows.

- a) Written cancellation/ transfer received less than three (3) days from the date of the event:
- A refund (less administrative charge of 20%) will be made
  - Unpaid registrations will also be liable for 20% administrative charges
- b) Written cancellation/no show on the day of the programme:
- No refund will be entertained
  - Unpaid registrations will also be liable for full payment of the registration fee - Partial cancellation is not allowed

You can substitute an alternate participant if you wish to avoid cancellation/transfer charges. Any difference in fees will be charged accordingly.

## BILLING AND APPROVING AUTHORITY INFORMATION

Organisation/Company:

IF DIFFERENT FROM ABOVE:

Name:

Designation:

Department:

Address:

Office Number:

Mobile Number:

Email:

Fax:

Purchase Order # or other reference:

## DATA PROTECTION STATEMENT & PERSONALITY / IMAGE RIGHTS

By filling out the registration form, the participant gives consent that KSI Institute can process the personal information provided, whether now or in the future, may be used, recorded, stored, disclosed or otherwise processed by or on behalf of KSI Institute for the purposes of facilitation and organisation of this or similar conference, research and audit, maintenance of a delegate database for the promotion of this or similar conference, and such ancillary services as may be relevant. This includes the placing of photographs in the KSI Institute's social media platform, in the KSI Institute's newsletter or selecting some for articles on the conference in a journal or newspaper, or in any other web/printed publication.

### DISCLAIMER:

KSI Institute reserves the right to change the speaker(s), date(s) and to cancel the programme should circumstances beyond its control arises. KSI Institute also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.

## REGISTRATION

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## FOR ENQUIRY

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