

UK CREDIT & COLLECTIONS CONFERENCE 2017

14 SEPTEMBER 2017 / HILTON LONDON WEMBLEY

#ukccc

www.ukccc.csa-uk.com



UKCCC
2017
HILTON LONDON WEMBLEY

09.30	PRESIDENT'S WELCOME: JOHN RICKETTS				
09.40	HOST INTRODUCTION: SIMON JACK				
09.50 - 10.10	REGULATORY KEYNOTE 1: JO PEDDER, HEAD OF POLICY AND ENGAGEMENT (ICO)				
10.10 - 10.30	REGULATORY KEYNOTE 2: PHILIP SALTER, DIRECTOR OF RETAIL LENDING SUPERVISION (FCA)				
10.30	MORNING PANEL DEBATE: IS THE MOTOR FINANCE MARKET RUNNING OUT OF ROAD? JO CAUSON (INSTITUTE OF CUSTOMER SERVICE), SUZANNA WALKER (COMPLIANCE CONSULTANT), FRANK BROWN (BOVILL), ADRIAN DALLY (FLA)				
11.00	NETWORK BREAK 1				
11.30	BREAKOUT STREAMS COMMENCE				
BREAKOUT STREAMS	GDPR	COMPLIANCE	PROFESSIONAL DEVELOPMENT	TECHNOLOGY & INNOVATION	NEW REGULATIONS
11.30-12.10	(WORKSHOP) THE IMPORTANCE OF DATA PRIVACY IMPACT ASSESSMENTS Christine Andrews (DQM GRC)	SMCR - RISK CULTURE, ACCOUNTABILITY AND WHAT CERTIFICATION WILL MEAN IN HIGHER MANAGEMENT ROLES Dr Roger Miles	CUSTOMERS WHO ARE THINKING ABOUT SUICIDE: WHAT CAN WE REALISTICALLY EXPECT OF COLLECTIONS? Chris Fitch (Money Advice Trust) Andy Langford (Suicide prevention trainer) Gareth McNab (Suicide survivor)	OPEN BANKING - DISRUPTION OR OPPORTUNITY? HOW FAR WILL AUTOMATION GO? Ashley Winton (Paul Hastings) Mitch Armstrong (Telrock Systems) Freddy Kelly (Credit Kudos)	DEBT COLLECTION IN THE OPEN WATER MARKET Rowaa Mahmoud (Ofwat)
12.15-12.55	(WORKSHOP) FAIR PROCESSING NOTICES & SUBJECT ACCESS REQUESTS Christine Andrews (DQM GRC)	SMCR - PREPARING FOR AND UNDERSTANDING CERTIFICATION AND CONDUCT RULES Craig Neilson (Maclay Murray & Spens)	PSYCHOLOGICAL RESPONSIBILITY AND RESILIENCE: SUPPORTING STAFF IN DEALING WITH CHALLENGING CASES Shakya Kumara (Brief Mindfulness)	WHATSAPP, FACEBOOK AND CHATBOTS - MORE EFFECTIVE THAN THE HUMAN TOUCH? Inigo Santamaria (IMSolutions)	CHANGING THE TWO-TIERED APPROACH - HOW PRIVATE SECTOR REGULATORY STANDARDS ARE APPLIED TO PUBLIC COLLECTIONS Michael Hainge (Hammersmith & Fulham Council)
13.00	LUNCH				
14.00-14.40	FENCA CODE OF CONDUCT Leigh Berkley (CSA Board Director and FENCA Vice-President)	CYBER THREATS AND PROTECTING AGAINST THEM	(WORKSHOP) CSA APPRENTICESHIPS - MAKING IT WORK FOR YOUR BUSINESS Mike Thompson (Barclays) Peter Pledger (National Skills Academy for Financial Services) Deborah Cooper (Marstons)	#FINTECHFORGOOD - ASSISTIVE FINANCIAL TECHNOLOGY AND HELPING TO SPOT THE SIGNS OF VULNERABILITY Katie Evans (Money and Mental Health Policy Institute)	PAYMENT SERVICES DIRECTIVE 2 - PROHIBITION ON SURCHARGES FOR ALL RETAIL PAYMENT INSTRUMENTS Matt Alder (HM Treasury)
14.45	NETWORK BREAK 2 & REVISED CSA CODE OF PRACTICE DRINKS RECEPTION				
15.30	PROF. DAMIAN HUGHES - THE LIQUID THINKER (PART 2)				
16.15	CLOSE				

* CSA RESERVE THE RIGHT TO CHANGE THE PROGRAMME AT ANY TIME