

UK CREDIT & COLLECTIONS CONFERENCE 2017

14 SEPTEMBER 2017
HILTON LONDON WEMBLEY

SECTORS ATTENDING:

- UTILITIES/TELECOMS/LOCAL AUTHORITIES
- SOLICITORS
- CREDITORS/ORIGINATORS
- FCA REGULATED DCAs
- PURCHASERS
- SELLERS
- CREDIT CARD PROVIDERS
- COMMERCIAL DCAs
- NON-FCA REGULATED DCAs

09.30	PRESIDENT'S WELCOME					
09.40	HOST INTRODUCTION: SIMON JACK					
09.50 10.10	REGULATORY KEYNOTE 1: ROB LUKE, DEPUTY COMMISSIONER (POLICY), ICO REGULATORY KEYNOTE 2: PHILIP SALTER, DIRECTOR OF RETAIL LENDING SUPERVISION, FCA					
10.30	MORNING PANEL DEBATE					
11.00	NETWORK BREAK 1					
11.30	BREAKOUT STREAMS COMMENCE					
BREAKOUT STREAMS	TECHNOLOGY & INNOVATION	PROFESSIONAL DEVELOPMENT	GDPR	COMPLIANCE	NEW MARKETS	INTERNATIONAL DEBT PURCHASE/BPO
11.30-12.10	WHATSAPP, FACEBOOK AND CHAT BOTS - MORE EFFECTIVE THAN THE HUMAN TOUCH?	(WORKSHOP) VULNERABILITY REPORT - 21 QUESTIONS, 21 STEPS	(WORKSHOP) BREACH NOTIFICATIONS/ PRIVACY IMPACT ASSESSMENTS	(WORKSHOP) SMCR - PREPARING FOR AND UNDERSTANDING CERTIFICATION, AND CONDUCT RULES	DEBT COLLECTION IN THE OPEN WATER MARKET	INTERNATIONAL FINANCIAL REPORTING STANDARD (IFRS 9) - AFFECTING DEBT VALUE?
12.15-12.55	ENCRYPTION AND DDOS ATTACKS	(WORKSHOP) PSYCHOLOGICAL RESPONSIBILITY AND RESILIENCE	(WORKSHOP) FAIR PROCESSING NOTICES/ SUBJECT ACCESS REQUESTS	REMEDATION PROCESSES FOLLOWING PURCHASING DEBT PORTFOLIOS	THE ALTERNATIVE LENDING LANDSCAPE - WHERE ARE WE NOW?	PSD2 - PAYMENT SERVICES DIRECTIVE
13.00	LUNCH					
14.00-14.40	#TECHFORGOOD IN MENTAL HEALTH	(WORKSHOP) CSA APPRENTICESHIPS - MAKING IT WORK FOR YOUR BUSINESS	FENCA CODE OF CONDUCT	CYBER THREATS AND PROTECTING AGAINST THEM	THE FINTECH INDUSTRY - INNOVATIONS AND OPPORTUNITIES	EUROPEAN CENTRAL BANK (ECB) GUIDANCE TO BANKS ON NON-PERFORMING LOANS
14.45	NETWORK BREAK 2 AND CSA CODE OF PRACTICE LAUNCH (DRINKS RECEPTION)					
15.30	PROF. DAMIAN HUGHES - THE LIQUID THINKER (PART 2)					
16.15	CLOSE					