

# UK CREDIT & COLLECTIONS CONFERENCE 2018

13 SEPTEMBER 2018 / CROWNE PLAZA STRATFORD-UPON-AVON

#ukccc2018

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UKCCC 2018  
CROWNE PLAZA  
STRATFORD-UPON-AVON

09.30	STATE OF THE NATION JOHN RICKETTS, CSA PRESIDENT				
09.45	HOST INTRODUCTION: NATHALIE NAHAI				
10.10	REGULATORY KEYNOTE: INDUSTRY SURVEY OUTPUT AND MULTI-FIRM WORK JONATHAN PHELAN, HEAD OF RETAIL FINANCE & DEBT SUPERVISION (FCA)				
10.30	MORNING PLENARY SESSION - WORKING TOGETHER TO TACKLE ISSUES OVER MOUNTING CONSUMER DEBT - CAN IT BE DONE? LIZ BARCLAY (MALG), PETER WALLWORK (CSA), CAROLINE SIARKIEWICZ (MONEY ADVICE SERVICE), ALISTAIR CHISHOLM (PAYPLAN), STEVEN COPPARD (CABINET OFFICE)				
11.00	NETWORK BREAK 1				
11.30	BREAKOUT STREAMS COMMENCE				
BREAKOUT STREAMS	TECHNOLOGY & INNOVATION 1	TECHNOLOGY & INNOVATION 2	COMPLIANCE & HR	INTERNATIONAL RELATIONS	GDPR <b>TONI VITALE (WINCKWORTH SHERWOOD)</b>
11.30 - 12.10	<b>PAYMENT INITIATION SERVICES (PIS) - TAKING THE HASSLE OUT OF SETTING UP PAYMENTS</b> WILLEM WELLINGHOFF (SHIELDPAY) PAUL HUGHES (OPEN BANKING INITIATIVE) OLLY BETTS (OPENWRKS)	<b>THE EVOLUTION OF CYBER CRIME</b> JAMAL ELMELLAS (AURIGA CONSULTING)	<b>SMCR - HR ISSUES ACROSS THE EMPLOYEE LIFECYCLE</b> KATHARINE HARLE (DENTONS) RICHARD FOX (FCA)	<b>DRAFT EU DIRECTIVE ON CREDIT SERVICERS, CREDIT PURCHASERS AND THE RECOVERY OF COLLATERAL</b> TOBY DAVIS (ADDLESHAW GODDARD) CHARLEY TAGGART (CABOT) LEIGH BERKLEY (ARROW)	<b>GDPR WORKSHOP 1 - REGULATION</b>
12.15 - 12.55	<b>AI AND MACHINE LEARNING - HOW CAN IT HELP CREATE EFFICIENCIES WHILE OPTIMISING THE CUSTOMER EXPERIENCE?</b> BART LEONARD (CAPITA) STUART SYKES (CASTLE TRUST)	<b>LEADING THE WAY IN TECHNOLOGICAL INNOVATIONS - INDUSTRY CASE STUDIES</b> GAVIN FLYNN (INTRUM) PETER MUNRO (PAYPLAN)	<b>SM&amp;CR Q&amp;A CLINIC</b> KATHARINE HARLE (DENTONS) RICHARD FOX (FCA)	<b>FENCA CODE OF CONDUCT</b> LEIGH BERKLEY (ARROW) ANDREAS BÜCKER (FENCA)	<b>GDPR WORKSHOP 2 - CHALLENGES</b>
13.00	LUNCH				
14.00 - 14.40	<b>DODGING A SILVER BULLET OMNI CHANNEL VENDORS - GOOD OR JUST GOOD MARKETING?</b> STUART SYKES (CASTLE TRUST) JAMES O'HARE (ESEINDEX)	<b>BLOCKCHAIN TECHNOLOGY &amp; FUTURE FINANCIAL TRANSACTIONS</b> STEVE PRESTON (ELANEV) MARCUS HUGHES (BOTTOMLINE TECHNOLOGIES)	<b>CULTURE AND GOVERNANCE - ARE THEY DRIVING THE RIGHT CUSTOMER OUTCOMES?</b> ANDY NIGHTINGALE (WORKSMART) DAVID JENKINS-HANDY (ICA) JOHN PEARS (LOWELL) NEVILLE COTTON (DELOITTE)	<b>BREXIT AND COLLECTIONS - THE PRACTICAL IMPLICATIONS TO BUSINESSES - RIGHT TO WORK - IMMIGRATION - DATA PROTECTION - EMPLOYMENT</b> STEVEN FRIEZE (WARD HADAWAY)	<b>GDPR WORKSHOP 3 - THE FUTURE</b>
14.45	NETWORK BREAK 2 (DRINKS RECEPTION)				
15.30	<b>AFTERNOON PANEL DEBATE: FINTECH - GOOD FOR CUSTOMER. GOOD FOR BUSINESS. GOOD FOR ALL?</b> (SPONSORED BY OPEN BANKING EXPO) PAUL HUGHES (OPEN BANKING INITIATIVE), EMMA STEELEY (ACCOUNTSCORE), MARCUS HUGHES (BOTTOMLINE TECHNOLOGIES), OLLY BETTS (OPENWRKS)				<b>OPEN BANKING EXPO</b>
16.15	CLOSE				

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