

# UK CREDIT & COLLECTIONS CONFERENCE 2018

13 SEPTEMBER 2018 / CROWNE PLAZA STRATFORD-UPON-AVON

#ukccc

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UKCCC 2018  
CROWNE PLAZA  
STRATFORD-UPON-AVON

09.30	PRESIDENT'S WELCOME JOHN RICKETTS				
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 PANEL DEBATE: FINTECH - GOOD FOR CUSTOMER. GOOD FOR BUSINESS. GOOD FOR ALL? (SPONSORED BY OPEN BANKING EXPO)				OPEN BANKING EXPO
11.00	NETWORK BREAK 1				
11.30	BREAKOUT STREAMS COMMENCE				
BREAKOUT STREAMS	TECHNOLOGY & INNOVATION 1	TECHNOLOGY & INNOVATION 2	COMPLIANCE & HR	INTERNATIONAL RELATIONS	GDPR
11.30 - 12.10	PAYMENT INITIATION SERVICES (PIS) - TAKING THE HASSLE OUT OF SETTING UP PAYMENTS	OPEN BANKING - WHAT IS IT AND HOW DOES IT APPLY TO LARGE AND SMALL BUSINESSES	SMCR - HR ISSUES ACROSS THE EMPLOYEE LIFECYCLE KATHARINE HARLE (DENTONS) & RICHARD FOX (FCA)	INTERNATIONAL & EUROPEAN MARKET FORECAST	GDPR WORKSHOP 1 - REGULATION - ICO CURRENT AND FUTURE PRIORITIES - FINES - EUROPEAN DATA PROTECTION BOARD FUNCTION AND INFLUENCES
12.15 - 12.55	AI AND MACHINE LEARNING - HOW CAN IT HELP CREATE EFFICIENCIES WHILE OPTIMISING THE CUSTOMER EXPERIENCE?	LEADING THE WAY IN TECHNOLOGICAL INNOVATIONS - INDUSTRY CASE STUDIES	SM&CR Q&A CLINIC KATHARINE HARLE (DENTONS) & RICHARD FOX (FCA)	FENCA CODE OF CONDUCT	GDPR WORKSHOP 2 - CHALLENGES - COMPLIANCE - DATA PROTECTION OFFICER CASE STUDY
13.00	LUNCH				
14.00 - 14.40	DATA SECURITY RESILIENCE, OUTSOURCING AND GOVERNANCE - UNDERSTANDING THE IMPACTS AND RISKS	BLOCKCHAIN TECHNOLOGY & FUTURE FINANCIAL TRANSACTIONS	CULTURE AND GOVERNANCE - ARE THEY DRIVING THE RIGHT CUSTOMER OUTCOMES?	BREXIT AND COLLECTIONS - THE PRACTICAL IMPLICATIONS TO BUSINESSES - RIGHT TO WORK - IMMIGRATION - DATA PROTECTION - EMPLOYMENT	GDPR WORKSHOP 3 - THE FUTURE - E-PRIVACY REGULATION & PRIVACY AND ELECTRONIC COMMUNICATIONS REGULATIONS (PECR)
14.45	NETWORK BREAK 2 (DRINKS RECEPTION)				
15.30	AFTERNOON PLENARY SESSION - WORKING TOGETHER TO TACKLE ISSUES OVER MOUNTING CONSUMER DEBT - CAN IT BE DONE?				
16.15	CLOSE				

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

