

SAVE THE DATE

BANKING EMOTION | 2018

Challenges of Customer Centric Provision Of Financial Services in the Digital Age

22 October 2018

9.00 AM - 2.00 PM

Czech National Bank, Congress Centre
Senovážné náměstí 866/30, Prague 1

Customer behaviour and expectations evolve, driven by digitalization. This is an opportunity that banks need to embrace by integrating a fully customer centric approach in the design of their business models and processes. 2018 Annual Conference of the Czech Banking Association will provide an opportunity to discuss various aspects of this challenge.

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Speakers:

Phil Bonhard, CX Lead at Lloyds Banking Group | **Michal Kratochvíl**, BudgetBakers CEO, former Managing Director at Accenture | **Pavel Kysilka**, 6D Academy Founder & CEO | **Cedrix Maloux**, StartupYard Accelerator Founder & CEO, Startups Advisor | **Vincent Piron**, Partner at KPMG Belgium, Specialist in Digital and Customer transformation, **and more**

Moderators:

Zdeněk Tůma and **Miroslav Zámečník**

Presented by:

