



Удружење банака Србије п.у.
Association of Serbian Banks b.a.

Bank Info 2023

📍 Hotel Gorski, Kopaonik

📅 5. i 6. oktobar

SAGA
A NOVENTIQ Company

 **asee**
by asseco

 **COMTRADE**
SYSTEM INTEGRATION

 **GROUP-IB**

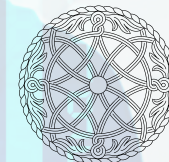
XTN
Cognitive Security

wacom
SETCCE
*Think human.
Sign digital.*

 **halcom**

NF In^ova
A NOVENTIQ Company

 **PULSEC**
YOUR BUSINESS
GUARDIANS



VINO BUDIMIR

Wednesday (4.10.) 19- 21h - Early registration and welcome drinks by Budimir Winery

First day (5.10.) - Gorski izvor hall (Main stage)

08:30 - 09:20

Registration

09:20 - 09:30

Opening the conference

09:30 - 10:00

National Bank of Serbia - Payment System Sector

Non-Bank Service Providers as Payment System Participants

10:05 - 10:25

Saga

"AI Customer Journey" - AI Implementation in Banking

10:30 - 11:00

NF Innova

Digital Banking with the SME Segment - Challenges and Possibilities

11:05 - 11:25

Raiffeisen - Blinking

New Generation Video Identification

11:30 - 11:50

Asseco

Digital Branch & Application Performance Monitoring Solutions

COFFEE BREAK

12:20 - 12:40

Banca Intesa

End-to-End Process for Loans via App for Entrepreneurs

12:45 - 13:30

Panel - Digital Transition: eCitizens of the Future

Biljana Marić, interrim Assistant Director, Sector for IS Development and eGovernment / Office for IT and eGovernment, financial institutions representatives, moderator: Kjara Cvetinović

13:35 - 13:55

Comtrade

Open AI and Cognitive Services

14:00 - 14:45

Panel - Fintech Region - Perspectives and Challenges

Fintech Representatives from Serbia and the Region, moderator: Srđan Zec

15:00 - 16:00

Lunch

16:00 - 16:30

The Practice of Linking and Joining Banking Services

Bojan Terzić, General Manager, Department for Financial Consumer Protection, National Bank of Serbia

16:35 - 17:00

National Bank of Serbia - Centre for the Supervision of Financial Institutions' IT Systems

Analysis of the IS Questionnaire

17:05 - 17:50

Panel - Fraud Prevention in Banking Operations

*Jelena Starčević, Head of Payment Card and eTrade Security, OTP Bank
Mirjana Živanović Opačić Head of Fraud Prevention Office Banca Intesa
Erne Mraznica, Head of Compliance Department, Raiffeisen banka a.d. Beograd
Moderator: Darko Šehović*

21:30

PARTY FOR PARTICIPANTS OF THE CONFERENCE, ORGANISED BY SAGA

First day (5.10.) - Gorski pogled Hall

10:05 - 10:35

Complaints Management, Customer Protection - Key Challenges in the Process of Integration of Two Banks and the Desired Level of Communication about the Integration with Clients

Olga Tucović, Head of the Claims Management Department, Raiffeisen banka a.d Beograd

10:35 - 11:00

Panel – Most Common Types of Complaints in Banks

Stanislava Naumović, Head of the Customer Complaints and User Experience Department, Postal Savings Banka.d.

Tatjana AntoniĆ AniĆić, Coordinator for Complaint Management, Credit Bureau Complaints and Payment Card Complaints OTP Bank a.d.

11:00 - 11:25

Panel - Cooperation of the Complaint Resolution Structure with Other Departments - Card Department

Milica Rakić, Coordinator for Market Research, Customer Experience and Customer Complaint Management, UniCredit Bank Srbija a.d

Snežana Bubanja, Head of Payment Cards, UniCredit Bank Srbija a.d

11:25 - 11:55

Panel - Mediation Therapy

Tatjana AntoniĆ AniĆić, Coordinator for Complaint Management, Credit Bureau Complaints and Payment Card Complaints OTP Bank a.d.

Živkica Jajević, Customer Complaints Manager, Banca Intesa a.d. Belgrade

Moderator: Milica Rakić, Coordinator for Market Research, Customer Experience and Customer Complaint Management, UniCredit Bank Srbija a.d

COFFEE BREAK

12:30 - 12:50

Italian Fraud Landscape Evolution

Mario Trincera, Financial CERT Italy

12:55 - 13:15

The Rise of Proactive Fraud Intelligence

Andrey Parshin, Global Pre-Sales Manager, Group-IB

13:20 - 13:40

The Fight Against Fraud in the Digital Evolution of Banking Customer Services

Davide Fania, Managing Director, XTN Cognitive Security

13:45 - 14:05

How to Avoid mBanking misuse?

Bratislav Cekić, PULSEC

14:10 - 14:40

Fraud Report

Marija Radovanović, Association of Certified Fraud Examiners, ACFE

14:35 - 14:55

Fraud Trends

Mirjana Živanović Opačić Head of Fraud Prevention Office within Security and BCM Department Banca Intesa - TBC

15:00

Lunch



Удружење банака Србије п.у.
Association of Serbian Banks b.a.

You can registered for the event at the following link:

<https://www.ubs-asb.com/en/events/197-bankinfo-2023>

The organiser maintains the right to alter the Programme due to extenuating circumstance?

Second day (6.10.)

Gorski izvor hall (Main stage)

09:55 – 10:00

Opening of the second day of the conference

10:00 – 11:15

National Bank of Serbia - Supervision

Decision on the Outsourcing of ICT Services (Presentation and Discussion)

11:20 – 11:40

Halcom

Customer Engagement Banking

COFFEE BREAK

12:10 – 13:00

Panel - Cloud Financial Institutions

*Representative of Oracle,
Representative of Data Cloud Technology,
Representative of the banking sector, tbc,
moderator - Darko Šehović*

13:05 – 13:25

Setcce

Exploring the Future of Digital Transactions

13:30 – 14:00

Office for IT and eGovernment of the RS

Key Provisions of the Ethical Guidelines for the Development, Implementation and Use of Reliable and Responsible Artificial Intelligence

14:05 – 14:25

Business Registers Agency

Presentation of the New BRA Portal for the Delivery of Business Data

14:30

Closing of the conference

14:45

Lunch



Удружење банака Србије п.у.
Association of Serbian Banks b.a.

You can registered for the event at the following link:
<https://www.ubs-asb.com/en/events/197-bankinfo-2023>

The organiser maintains the right to alter the Programme due to extrenuating circumstance?