

INNOVATIONS IN SME BANKING CONFERENCE: NEW OPPORTUNITIES FOR BANKS IN SERBIA

In Partnership with the Association of Serbian Banks

Grand Ballroom, Metropol Hotel
69 Bulevar kralja Aleksandra, Belgrade

March 4, 2016

AGENDA

09:30-10:00 Registration

10:00-10:30 **Opening Remarks**

Moderator: Nino Kartozia, Stakeholders Outreach Specialist, IFC

Welcome Notes

Veroljub Dugalić, Secretary General, Association of Serbian Banks

Welcome Notes

Thomas Lubeck, Regional Manager, Western Balkans, IFC

Donor's Perspective on SME Banking in the Region

Arminio Rosic, National Programme Officer, State Secretariat for Economic Affairs (SECO)

10:30-11:35 **Best Practice SME Banking**

Moderator: Garth Bedford, Banking Advisory Services Lead, Central Asia and Eastern Europe, IFC

Gender Finance

Qamar Saleem, Operations Officer, IFC

Risk Management

Garth Bedford, Banking Advisory Services Lead for Central and Eastern Europe, IFC

SME Banking

Qamar Saleem, Operations Officer, IFC

Non-Financial Services

Olena Prokopovych, Operations Officer, IFC

Agri-Finance

Leah Soroka, Program Manager, Agricultural Financial Services in Eastern Europe and Central Asia, IFC

Sustainable Energy Finance (SEF)

Elena Shonya, ECA Advisory/SEF, Russia Advisory Hub Leader, IFC

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Continued from page 1

Corporate Governance

Kiril Nejkov, Deputy Program Manager, Corporate Governance Advisory in Europe and Central Asia, IFC

Mobile Banking

Andrew Lake, Principal Operations Officer, IFC

11:35-11:55 Q & A, Closing Remarks, Invitation to Break Out Sessions

Moderator: Garth Bedford, Banking Advisory Services Lead, Central Asia and Eastern Europe, IFC

11:55-12:10 Coffee Break

12:10-12:55 Break Out Thematic Sessions

Break Out Session I Room: Grand Ballroom	Break Out Session II Room: Nikola Tesla I	Break Out Session III Room: Nikola Tesla II	Break Out Session IV Room: Nikola Tesla III
<p>Topic: SME Banking</p> <p>Led by: <i>Qamar Saleem, IFC</i></p> <p>Having successfully implemented more than 80 SME banking advisory projects across the world, IFC helps banks recognize and seize untapped opportunities in the SME segment in Europe and Central Asia.</p>	<p>Topic: Non-Financial Services (NFS) and the Client Story – TBC Bank, Georgia</p> <p>Led by: <i>Olena Prokopovych, IFC</i></p> <p>Non-financial services are business support services, and enterprise development or value added services that complement the financial offerings of a bank. They help banks differentiate in the market, enlarging the client portfolio, enhancing brand awareness, and decreasing the delinquency ratio.</p>	<p>Topic: Sustainable Energy Finance (SEF)</p> <p>Led by: <i>Elena Shonya, IFC</i></p> <p>IFC provides support in product development, assists in identifying potential pipeline projects, trains loan officers, and helps develop marketing campaigns, portfolios and monitoring support.</p>	<p>Topic: Agri-Finance</p> <p>Led by: <i>Leah Soroka, IFC</i></p> <p>Agri-lending presents an attractive businesses opportunity for a bank. Potential benefits include higher profits, lower risks of non-performing loans, lower operating costs, new business development sectors (grains, oils, dairy) and diversified portfolio, and a lasting impact on the future bottom line.</p>

12:55-13:30 Networking Reception