



## WEDNESDAY

19 June

08:00 - 09:00

**Registration and morning reception**

09:00 - 09:15

**SWIFT welcome**

09:15 - 10:15

**Delivering a fast and frictionless payments experience**

From retail to wholesale, domestic to cross-border, customers now expect a fast and frictionless payment experience. Bigtech, card networks and challenger banks have been quick to leverage the latest technologies to compete against incumbent payment providers. In response, FIs and market infrastructures are overhauling their systems, reimagining their business models and opening up their platforms to third-party service providers – all with the aim of delivering a seamless payment experience. But how is the industry transforming payments landscape to compete in the marketplaces of the future?

10:15 - 11:00

**Workshop: The evolution of gpi**

SWIFT gpi is rapidly reducing friction and transforming the customer experience in cross-border payments. Yet new challenges appear as market needs continue to evolve. To help stay ahead of the curve, the gpi community is exploring several new initiatives that leverage the gpi platform. Join this interactive session to find out the new opportunities banks, corporates and fintechs are exploring to bring further efficiencies in cross-border payments. Where should SWIFT and the community focus its efforts? G4C? On a new payment pre-validation service? A payment investigation resolution service? Or real-time cross-border payments? Join this session to have your say.

11:00 - 11:15

**Coffee break**

11:15 - 12:00

**API technology – Accelerating the digital transformation of financial services**

Application Programming Interfaces (APIs) are transforming the way business is done. The underlying API technology is a simple way for one business to access the business value of another to create new value. While the financial industry has been slow to adopt APIs, pressure from regulators and customers to provide more convenient ways to access banking services has created significant opportunities for this innovation. But what do institutions need to consider when opening up their platforms to third-parties via APIs? And what's SWIFT's role in unlocking the potential of API technology in financial services?

12:00 - 12:05

**Closing remarks**

12:05 - 13:00

**Networking lunch**