World Union of Arab Bankers

With the Support and Participation of

ACB
ASSOCIATION OF CYPRUS BANKS

Agenda

Innovate to Elevate:
Ensuring Compliance Excellence in Banking's Online Onboarding

3rd and 4th of June, 2024

Location: Cyprus

Monday, June 3, 2024 – 9:00 to 15:00

Time	Session Topic	Speaker
09:00 - 09:30	**Registration and Welcome Coffee**	
09:30 - 10:00	**Opening Ceremony & Keynote Speeches** - **Dr. Wissam Fattouh,** Secretary General, World Union of Arab Bankers and Union of Arab Banks - **Dr. Michael Kammas,** Director General, Association of Cyprus Banks - **Speech of H.E. Mr. Constantinos Herodotou,** Governor, Central Bank of Cyprus	
10:00 - 10:15	**Coffee Break**	
10:15 - 11:15	**Digital Transformation in Banking: Trends and Challenges:** - Harnessing Emerging Technologies for Enhanced Customer Engagement - Overcoming Legacy Systems: Strategies for Seamless Integration	
11:15 - 12:15	**Implementing Seamless Online Onboarding Processes:** - Design Thinking Approaches to Streamline Customer Journeys - Leveraging AI and Machine Learning for Personalized Onboarding Experiences	
12:15 - 12:30	**Coffee Break**	
12:30 – 13:30	**Leveraging Technology for Enhanced Customer Experience:** - Omnichannel Banking: Creating Cohesive Customer Experiences across Platforms - The Role of Chatbots and Virtual Assistants in Facilitating Onboarding Processes	
13:30 – 14:30	**Ensuring Regulatory Compliance in Online Onboarding:** - Navigating Evolving Regulatory Landscapes: Compliance Challenges and Solutions - Building Robust Compliance Frameworks: Lessons from Global Best Practices	
14:30 – 15:00	**Lunch Break**	

Tuesday, June 4, 2024 – 09:00 to 14:15

Time	Session Topic	Speaker
09:00 - 09:30	**Registration and Welcome Coffee**	
09:30 - 10:30	**Data Security and Privacy in Online Banking:** - Encryption and Tokenization: Safeguarding Sensitive Data in Transit and at Rest - GDPR and Beyond: Balancing Data Privacy with Operational Efficiency	
10:30 - 11:30	**Optimizing KYC (Know Your Customer) Procedures:** - Automating KYC Processes: Enhancing Efficiency without Compromising Accuracy - Enhancing Customer Due Diligence: Strategies for Effective Risk Assessment	
11:30 - 11:45		
11:45 - 12:45	**Risk Management Strategies for Online Transactions:** - Fraud Detection and Prevention: Leveraging AI and Analytics to Combat Financial Crimes - Real-Time Transaction Monitoring: Proactive Approaches to Risk Mitigation	
12:45 - 13:45	**Future Outlook: Innovations in Online Onboarding:** - Exploring Blockchain and Distributed Ledger Technology in Identity Verification - The Rise of Biometric Authentication: Redefining Security and Convenience in Onboarding Processes	
13:45 - 14:15	**Lunch Break**	

WUAB reserves the right to modify, alter or change the agenda as it deems convenient.