## ASIA-PACIFIC ASSOCIATION OF BANKING INSTITUTES



27-29 February 2020 South Palms Resort Panglao Bohol, Philippines

Theme: "Collaboration for Digital Transformation"

Hosted By:





## Day 1: 27 February 2020 (Thursday)

12:00 – 15:00 MEETING REGISTRATION (DELEGATES ONLY)

Venue: South Palms – Green Palm Function Room

Attire: Business

Snacks will be served upon registration

#### 15:00 – 17:00 APABI EXECUTIVE MEETING

#### Presided by:

Ms. Blesilda P. Andres

President, Bankers Institute of the Philippines, Inc. Head of Regulatory Compliance, Bank of the Philippine Islands

Official Photoshoot (as soon as delegates are complete; preferable 14:45-15:00)

- I. Call to Order
- II. Introduction of Each Country in alphabetical order
- III. Reading of Minutes of 2018 APABI Meeting
- IV. Report from the Current Host Country

Mr. Dom B. Gavino, Jr.

Member, 2020 APABI Committee and

Chief Adviser to the Board, Bankers Institute of the Philippines, Inc.

Chief Administrative Officer, ING Bank N.V. (Manila Branch)

- V. Report from APABI Delegates (max of 5 mins each) in alphabetical order
- VI. Possible role of APABI in Global Banking Education and Standard Board
- VII. Exchange of Faculties and Collaboration of Joint Training on Need Basis
- VIII. More Collaborations Between the APABI Members
- IX. Selection of Next Host Country



## Day 1: 27 February 2020 (Thursday)

15:00 – 17:00 **APABI EXECUTIVE MEETING** (continuation)

X. Other Matters

IX. Exchange of Gifts

Venue: South Palms – Green Palm Function Room

Attire: Business

17:00 – 18:00 **TRAVEL TIME** 

A shuttle will bring the participants to the banquet venue

18:00 – 21:00 WELCOME BANQUET (DELEGATES AND COMPANIONS)

I. Dinner

II. Welcome Messages

Ms. Irene DL. Arroyo

Over-all Chairperson, 2020 APABI Committee Former President, Bankers Institute of the Philippines, Inc. Former Vice President, Philippine Deposit Insurance Corp.

Hon. Arthur C. Yap

Governor, Bohol Province

**Hon. Edgar Chatto** 

Congressman, Cogon District, Bohol

III. Intermission: Cultural Performance

IV. Firefly Watching (after dinner)

Venue: Abatan River

Attire: Casual



## Day 2: 28 February 2020 (Friday)

07:00 – 09:00 **CONFERENCE REGISTRATION** 

Venue: South Palms – Green Palm Function Room

**Attire: Business** 

09:00 – 09:45 <u>KEYNOTE ADDRESS ON JOURNEY IN INNOVATIVE MOBILE FINANCIAL</u>
<u>SERVICES</u>

I. Speaker's Presentation/Speech

Mr. Hans Brinker M. Sicat

Country Manager, ING Bank N. V., Manila Branch

II. Open Forum (Q & A)

**Moderators:** 

Atty. Elmore O. Capule

Member, 2020 APABI Committee Senior Assistant Governor & General Counsel Bangko Sentral ng Pilipinas

Mr. Dom B. Gavino, Jr.

Member, 2020 APABI Committee and Chief Adviser to the Board, Bankers Institute of the Philippines, Inc. Chief Administrative Officer, ING Bank N.V. (Manila Branch)



## Day 2: 28 February 2020 (Friday)

09:00 – 09:45 <u>KEYNOTE ADDRESS ON JOURNEY IN INNOVATIVE MOBILE FINANCIAL</u> SERVICES (continuation)

#### III. Awarding of Token of Appreciation to the Speaker/Photo-ops

By:

Ms. Blesilda P. Andres

President, Bankers Institute of the Philippines, Inc. Head of Regulatory Compliance, Bank of the Philippine Islands

#### Ms. Irene DL. Arroyo

Over-all Chairperson, 2020 APABI Committee Former President, Bankers Institute of the Philippines, Inc. Former Vice President, Philippine Deposit Insurance Corp.

#### EMCEE:

Ms. Mary Jane C. Japor

Director-in-charge, 2020 APABI Committee
VP/Local Regulatory Accounting Head, ING Bank N.V. (Manila Branch)

Venue: South Palms – Green Palm Function Room

Attire: Business

# 09:45 – 11:30 SHOWCASE OF THE DIGITAL TRANSFORMATION PROGRAMS OF MEMBER INSTITUTES

## I. Speakers' Presentation/Speech

#### Mr. Giles Cuthbert

Managing Director, Chartered Banker Institute



## Day 2: 28 February 2020 (Friday)

# 09:45 – 11:30 SHOWCASE OF THE DIGITAL TRANSFORMATION PROGRAMS OF MEMBER INSTITUTES (continuation)

#### Ms. Hsing-Yi "Amy" Fang

Senior Manager, Office of International Affairs Taiwan Academy of Banking and Finance

## II. Open Forum (Q & A)

#### Moderators:

#### Mr. Francis M. Puzon

Member, 2020 APABI Committee and Former President, Bankers Institute of the Philippines, Inc.

#### Ms. Edeza A. Que

Director, Bankers Institute of the Philippines, Inc. FVP/Chief Risk Officer, Philippine Savings Bank

## III. Awarding of Token of Appreciation to the Speakers/Photo-ops

#### By:

#### Ms. Blesilda P. Andres

President, Bankers Institute of the Philippines, Inc. Head of Regulatory Compliance, Bank of the Philippine Islands

## Ms. Irene DL. Arroyo

Over-all Chairperson, 2020 APABI Committee
Former President, Bankers Institute of the Philippines, Inc.
Former Vice President, Philippine Deposit Insurance Corp.



## Day 2: 28 February 2020 (Friday)

09:45 – 11:30 SHOWCASE OF THE DIGITAL TRANSFORMATION PROGRAMS OF MEMBER INSTITUTES (continuation)

#### **EMCEE:**

Ms. Mary Jane C. Japor

Director-in-charge, 2020 APABI Committee

VP/Local Regulatory Accounting Head, ING Bank N.V. (Manila Branch)

Venue: South Palms – Green Palm Function Room

Attire: Business

11:30 – 14:00 **LUNCH BREAK** 

Venue: South Palms – Oceanica Restaurant

Attire: Business

14:00 – 16:00 BANKING TRENDS, FINTECH AND REGULATOR FORUM

- I. Speakers' Presentation/Speech
- A. <u>BSP Initiatives in Promoting Digital Transformation</u> **Ms. Chuchi G. Fonacier**

Deputy Governor, Bangko Sentral ng Pilipinas

B. <u>FinTech Journey of the Philippine Banking Industry: Initiatives on e-Banking,</u> Financial Inclusion, and Capability Building

Mr. Lito Villanueva

Executive Vice President/Chief Innovation and Inclusion Officer Rizal Commercial Banking Corp.



## Day 2: 28 February 2020 (Friday)

#### 14:00 – 16:00 **BANKING TRENDS, FINTECH AND REGULATOR FORUM** (continuation)

## C. <u>Top Banking Trends and Training & Education Challenges in the Next Five Years</u>

### Dr. Chung-Che "Hank" Huang

President, Taiwan Academy of Banking and Finance

#### II. Open Forum (Q & A)

#### Moderators:

## Atty. Leilani D. Capule

Member, Governance, Legal & Compliance Course Committee, BAIPHIL Senior Assistant Vice President, Development Bank of the Philippines

#### Ms. Liza L. Ortiz

Member, 2020 APABI Committee and Former President, Bankers Institute of the Philippines, Inc. Managing Director / Deputy Country Head, MUFG Bank Ltd.

## III. Awarding of Token of Appreciation to the Speakers/Photo-ops

#### By:

#### Ms. Blesilda P. Andres

President, Bankers Institute of the Philippines, Inc. Head of Regulatory Compliance, Bank of the Philippine Islands

#### Ms. Irene DL. Arroyo

Over-all Chairperson, 2020 APABI Committee Former President, Bankers Institute of the Philippines, Inc. Former Vice President, Philippine Deposit Insurance Corp.

#### **EMCEE:**

#### Ms. Mary Jane C. Japor

Director-in-charge, 2020 APABI Committee
VP/Local Regulatory Accounting Head, ING Bank N.V. (Manila Branch)

Venue: South Palms – Green Palm Function Room

Attire: Business



## Day 2: 28 February 2020 (Friday)

16:00 – 18:30 **FREE TIME** 

18:30 – 20:30 CLOSING DINNER – LUAU THEME (DELEGATES AND COMPANION)

#### **I. Closing Remarks**

#### Ms. Blesilda P. Andres

President, Bankers Institute of the Philippines, Inc. Head of Regulatory Compliance, Bank of the Philippine Islands

#### II. Intermission:

- The Loboc Children's Choir
- Fire Dance

#### **EMCEE:**

#### Mr. Emmanuel E. Barcena

Member , 2020 APABI Committee and Former President, Bankers Institute of the Philippines, Inc. President & CEO, Philippine Clearing House Corp.

#### Ms. Josefa Elvira E. Ditching-Lorico

Adviser for Education and Training and Chairperson, Program & Attendance Committee, BAIPHIL Managing Director, Bangko Sentral ng Pilipinas

Venue: South Palms – Coast Beach Front

Attire: Casual/Luau



## Day 3: 29 February 2020 (Saturday)

#### 08:00 – 15:00 ECO-TOURISM BOHOL TOUR (DELEGATES AND COMPANIONS)

- Baclayon Church & Museum (Immaculate Conception church)
- Ruins of St. Peter & Paul Church in Loboc
- LOBOC RIVER CRUISE an hour river cruise along nipa-lined river on board a native catamaran with LUNCH on board
- Drive through the Mahogany Man-Made forest
- Chocolate Hills
- Corella TARSIER SANCTUARY

Attire: Casual



#### MR. HANS BRINKER M. SICAT

Hans Brinker Sicat is the Country Manager of ING Bank N.V. Manila, Philippines. He joined ING in August 2017 as Managing Director. Mr. Sicat previously worked with the Philippine Stock Exchange as Chief Executive Officer since 2011, making him the longest serving CEO of the exchange.



At present, he is a Director of the Investment House Association of the Philippines. He is currently on the Philippines Executive Committee of YPO Gold (a global organization) and is the incoming Philippines Chairman for 2020-2021. He was a Member of the Board of Director of the Philippines Stock Exchange and the Bankers Association of the Philippines from 2018-2019.

A trained mathematician & economist, Hans has been involved with the global capital market for about three decades. He also served as PSE Chairman & Independent Director for about 18 months, since 2009 while concurrently President and CEO of the Securities Clearing Corporation of the Philippines (a subsidiary of the PSE). For over two decades, he was an investment banker with Citigroup and its predecessor firms (Salomon Brothers & Citicorp Securities) in various roles in New York, Hong Kong & the Philippines.

Hans finished his coursework for Ph.D. Economics Program at the University of Pennsylvania, Philadelphia, and earned his Master of Arts in Economics and Bachelor of Science in Mathematics at the University of the Philippines. He was conferred an Honorary Doctorate Degree in Business Administration by the Western University in Thailand.



#### **MR. GILES CUTHBERT**

Giles leads the Institute's thought-leadership on ethical banking, particularly around the area of digital ethics. He has around 20 years' experience in the arena of professional education and professional standards. He has led a very wide range of education and professionalism projects to significantly diversify the work of the Chartered Banker Institute, developing major strategic programmes to diverse areas of the banking industry around the globe.



In particular, he has specialised in developing a wide range of bespoke professionalization programmes for banks, coupled with highly innovative accreditation services. These projects have reached many tens of thousands of banking professionals.

Giles holds a degree in law, a Masters in education, and has recently finished studying a Masters in applied professional ethics.



MS. HSING-YI "AMY" FANG
Senior Manager, Office of International Affairs, TABF
ASSOC CIPD, PMP, GCDF



Amy Fang is an experienced and agile learning & leadership development professional with an entrepreneurship mindset. During the past 8 years working for Taiwan Academy of Banking and Finance, she has led a variety of domestic and overseas senior executive training programmes and events, engaging in generating positive impact on growing personal, organizational and industrial values. Amy is highly passionate about learning and leadership development and digital transformation, strongly believing in human authentic values driving long-term great impact and success. She holds an MBA degree from the National Cheng Kong University of Taiwan in 2006 and an MSc degree in Human Resource Management& Organizational Analysis from King's College London of the UK in 2019.



#### MS. CHUCHI G. FONACIER

Chuchi G. Fonacier is the Deputy Governor of the Financial Supervision Sector (FSS), which is mainly responsible for the regulation of banks and other BSP-Supervised Financial Institutions (BSFIs). Under her direct supervision are five subsectors which handle onsite examination and offsite surveillance (or integrated supervision) of BSFIs including specialized supervision of specific areas (i.e., anti-money laundering, trust, financial market operations and information technology), oversight of payment systems, policy studies/research, and supervisory data management.



Deputy Governor Fonacier joined the BSP in 1984 as a bank examiner and worked her way to become assistant governor in 2017. One of the highlights of her career as a central banker is her designation as the BSP's point person of two important legislative measures passed by Congress — the Securitization Act and the Special Purpose Vehicle Act. Both laws were instrumental in unloading banks' non-performing assets and improving their financial position. In 2008, she headed the BSP's primary supervisory unit that handles specially-challenged banks. Under her watch, a record number of banks were successfully resolved. Deputy Governor Fonacier also led the development of various programs, in coordination with the Philippine Deposit Insurance Corporation (PDIC), aimed at strengthening the thrift, rural, and cooperative banking sectors by encouraging mergers, consolidations, and acquisition involving weak banks.

Under her leadership, initiatives were implemented aimed at leveraging on technology in finance and the use of artificial intelligence which are instrumental for BSP's Artificial Intelligence Initiative of the Year and Data Management Initiative of the Year awards, both given during the Central Banking Fintech & Regtech Global Awards 2019 held in Singapore.

Deputy Governor Fonacier is currently the Chair of the Executives' Meeting of East Asia Pacific Central Banks Working Group on Banking Supervision (EMEAP WGBS), composed of central banks and supervisory authorities from 11 countries in the East Asia and the Pacific which focuses on bank supervision matters that are relevant to EMEAP WGBS members.



#### MS. CHUCHI G. FONACIER

As Deputy Governor, she is also a member and the BSP-designated representative in different interagency committees such as the Financial Sector Forum (FSF), Agricultural Credit Policy Council (ACPC) Governing Council and Credit Information Corporations Project, and the permanent alternate of the BSP Governor in the Board of Directors of the Philippine Deposit Insurance Corporation (PDIC) and the National Development Corporation (NDC).

Deputy Governor Fonacier took up her Bachelor of Science in Commerce major in Accounting degree at University of St. La Salle - Bacolod. She is a Certified Public Accountant (CPA) and a holder of a Career Service Executive Eligibility (CSEE). She obtained her Master in Business Administration (MBA) at the Ateneo de Manila University.

She attended the Program on Rethinking Financial Inclusion: Smart Design for Policy and Practice organized by the Harvard Kennedy School, and various foreign trainings and seminars offered by the IMF/World Bank, International Association of Deposit Insurers (IADI), and other central banks and supervisory authorities such as the Federal Reserve System, Bank of England, Monetary Authority of Singapore (MAS), Bank Negara Malaysia (BNM) and South East Asian Central Banks (SEACEN). She also represented the BSP during the study visit on Green Finance in the United Kingdom, as well as in various fora on sustainable finance.

She was also invited as panelist/resource person in various international conferences/fora on banking supervision, financial inclusion, shadow banking, microfinance, financial technology, bank resolution and crisis management, financial stability, capacity building, etc. organized by international bodies such as the United Nations (UN), IMF/World Bank, Bank of International Settlements (BIS), Financial Stability Institute (FSI), Official Monetary and Financial Institutions Forum (OMFIF), Asia-Pacific Economic Cooperation (APEC), Asian Bankers Association (ABA), Asia Pacific Group (APG) and central banks and monetary/supervisory authorities of various countries.



#### MR. LITO VILLANUEVA

Lito Villanueva is the Philippines' leading and award-winning thought leader on digital transformation and inclusive digital finance. He has over 20 years of experience in banking, telecommunications, payments, development finance, and financial technology. He merited over 50 global and regional awards including being cited as one of the Top 100 FinTech Leaders in Asia, the first and only Filipino, thus far, for scaling digital innovations and financial inclusion. He was also named "Mr. FinTech of the Philippines" by BizNewsAsia magazine.



He is presently the Executive Vice President and Chief Innovation and Inclusion Officer for RCBC and concurrently as Chief Digital Transformation Advisor for the Yuchengco Group of Companies. He had stint with Economist Intelligence Unit, Visa, Smart Communications, IFC of the World Bank Group, Voyager Innovations covering PayMaya (formerly Smart Money) and FINTQnologies as its managing director. He created and scaled Lendr, the Philippines' largest digital loans marketplace disbursing in excess of US\$1 billion in less than five years.

He is also the founding chairman of FinTech Alliance.ph and president of the BSP Governor Nestor A. Espenilla Jr. Institute for Growth towards National Inclusion, Transformation, and Empowerment (IGNITE). He released various publications including the award-winning three-volume Inclusive Digital Finance Report and the Uncharted Beyond: The Taxonomy of FinTech in the Philippines.

Finished the Cambridge Intellect Leadership Programme in 2019 on Digital Transformation by Design at the University of Cambridge Judge Business School Executive Education. Earned two graduate degrees: Master of Arts in Public Administration with magna cum laude honors from the University of Santo Tomas (UST), and Master in National Security Administration from the National Defense College of the Philippines as a state scholar. His undergraduate degree is in political science also in UST.



## DR. HANK CHUNG-CHE "HANK" HUANG

#### **Education:**

National Taipei University Urban Planning Research Ph.D.

#### **Major Past Career:**

- Associate Dean, Taiwan Academy of Banking and Finance (TABF)
- Council Member, Taiwan Academy of Banking and Finance (TABF)
- Consultant, Taiwan Academy of Banking and Finance (TABF)
- Director, Finance Department, Yilan County
- Assistant Professor, National Taipei University Department of
- Assistant Professor, Shih Chien University
- Director, BOT Study Center, Taiwan Institute of Economic Research
- Director, Industrial Development Advisory Council
- Chief Executive Officer, New Society Foundation
- Bill Assistant, Legislator Pang, Pai-Hsien office





## **ABOUT APABI**



This is a semi-formal and non-profit association. Currently 20 banking institutes in Asia and Asian-Pacific Region are members of the association. APABI plays an important role in bringing together specialist training institutes that share a common goal to equip banks and financial institutions with the capacity to deal with the transformational developments that are shaping the financial sector by supporting the continued renewal of its most valuable asset, human capital.

APABI Executive Committee meets once in two years. APABI has no membership fee or corpus. As such the members take responsibility for organizing meetings and conferences under APABI on a rotation basis. The meetings and conferences have been found useful for the APABI members as also the host institution.

Currently, the APABI has the following 20 Banking Institutes as its members.

- 1. The Hong Kong Institute of Bankers, Hong Kong
- 2. The Asian Institute of Chartered Bankers, Malaysia
- 3. Indonesian Banking Development Institute, Indonesia
- 4. Korea Banking Institute, Korea
- 5. Banking and Finance Academy of Mongolia, Mongolia
- 6. National Banking Training Institute, Nepal
- 7. The Institute of Bankers Pakistan, Pakistan
- 8. PNG Institute of Banking and Business Management Inc., Papua New Guinea
- 9. Bankers Institute of The Philippines, Philippines
- 10. The Institute of Banking & Finance, Singapore
- 11. Institute of Bankers Sri Lanka, Sri Lanka
- 12. Taiwan Academy of Banking and Finance, R.O.C. (Taiwan)
- 13. The Thai Institute of Banking and Finance Association, Thailand
- 14. Institute of Manpower, Banking and Finance, Vietnam
- 15. Indian Institute of Banking & Finance, India
- 16. Bangladesh Institute of Bank Management, Bangladesh
- 17. Financial Institutions Training Institute, Bhutan
- 18. Afghanistan Institute of Banking and Finance, Afghanistan
- 19. Institute of Banking and Finance, Cambodia
- 20. Emirates Institute for Banking and Financial Studies, United Arab Emirates





#### **BANKERS INSTITUTE OF THE PHILIPPINES, INC. (BAIPHIL)**

#### I. Company Profile

We are not too young as an organization. We are 78 going on 79 this fiscal year, having been founded in 1941. We are driven by the Mission to support the banking industry in advocating good governance and enhancing capability through continuing education, research and information exchange..

We offer an average of 8-12 training programs in a month. We post a daily market watch which monitors interest rates, stock indices, currency exchange rates and financial news, both local and international which can be accessed through our website.

We envision BAIPHIL to be the leading institute that We will be the leader in pursuit of banking excellence, aiming to be one of the best in the Asia-Pacific Region.

We have 63 institutional members, including the Bangko Sentral ng Pilipinas (BSP) and the Philippine Deposit Insurance Corporation (PDIC). We have 160 Associate Members, and these are the officers nominated by the institutional members as their representatives in BAIPHIL. An institutional member may nominate as many representatives as it decides, though only one will exercise the right to vote. And finally, we have 81 Associate Life or Sustaining Life Members — most of them are past presidents of the organization, heads of institutions or personages who have distinguished themselves in the field of banking, or who have contributed significantly to the interest of BAIPHIL. We do have a good number of members who have opted to remain with the Association even after they have retired or resigned from bank employment. They continue to serve the membership by sheer choice. I would like to believe they do it simply because they feel -- it's more fun in BAIPHIL.



## **BANKERS INSTITUTE OF THE PHILIPPINES, INC. (BAIPHIL)**

## II. Delegates

MS. BLESILDA P. ANDRES

President, Bankers Institute of the Philippines, Inc. Head of Regulatory Compliance, Bank of the Philippine Islands



MS. MARY JANE C. JAPOR

Director-in-charge, 2020 APABI Committee VP/Local Regulatory Accounting Head ING Bank N.V. (Manila Branch)



MR. DOM B. GAVINO, JR.

Member, 2020 APABI Committee and Chief Adviser to the Board, Bankers Institute of the Philippines, Inc. Chief Administrative OfficerING Bank N.V. (Manila Branch)



MS. IRENE DL. ARROYO

Over-all Chairperson, 2020 APABI Committee Former President, Bankers Institute of the Philippines, Inc. Vice President, Philippine Deposit Insurance Corp.







#### **BANKING AND FINANCE ACADEMY, MONGOLIA (BFA)**

#### I. Company Profile

Since 2016, BFA is going through turbulent changes both in internal and external affairs towards advancement of becoming intellectual pool of banking and financial sector in Mongolia. As a follow-up of strategic changes, high impact practices in terms of scope and scale cover:

Founded a membership based council "Accreditation and standardization" with support from industry key stakeholders to define industry requirements for all level of banking and financial employees as well as supervise and monitor training content. Benchmarking of training quality and prerequisite training program for career level shall contribute to the industry development and optimize not only HR management but also increase efficiency of education.

In addition to main tasks of sectoral research and consulting service, Consultative group of BFA is vigorously working to engage industry stake holders, decision and policy makers into discussion on industry issues and recommending viable solutions to challenges. Proposed solutions and recommendations are backed-up by international practices and is a joint work of local and international experts as open discussions run with professional support from international experts and practitioners.

BFA is actively engaged in public education program especially in financial education. BFA coordinate and administer various projects often initiated by BFA. With devotion, commitment and passion to educate public, BFA finances projects of public educational origin to expand scope of project and benefits to end users. "Financial Education Day" Forum became one of main and regular events promoting public education in the country and numerous activities dedicated to end users takes place every June 2 of the year, Bankers' Day of Mongolia.

BFA project "New Era Bankers" produced first ever full length CPD training content for all level of loan officers in banking and finance sector and it is running with high delivery rate.



## **BANKING AND FINANCE ACADEMY, MONGOLIA (BFA)**

#### II. Delegate

#### MRS. ALTANTSETSEG SHARAV

Chief Executive Officer

#### a. Education

- MBA in Finance Management, Technical University of Mongolia
- PhD doctoral student in Economics, National University of Mongolia
- BA in Economics at Institute of Business and Commerce in Russia



#### b. Work Experience

- CEO, Banking and Finance Academy
- CEO, Mongolian Human Resource Management Association
- CEO, MMSM LLC
- Head of Training and Development Division, State bank
- Director of Customer Service, Branch Management, Zoos bank

#### c. Synopsis

Ms. Altantsetseg is the Chief Executive Officer of Banking and Finance Academy (BFA) of Mongolia. Her experience in banking sector steered to initiating and implementing number of projects which played pivotal role in excelling strategy of the academy and its empowerment. While early projects focused on training module development and expansion of internal and external collaboration with both institution and individuals, later projects shifted its focus to banker's social and professional life such as gaining and sharing knowledge, skill with each other and communicating on banker's platform provided by "Professional banker" program. Her determination to quality training module development and effective delivery contributed to founding of "Accreditation and Certification Council" of banking professionals.

She is a founding member of Mongolian Human Resource Management Association (HRM Association) and remains active member up to day. Her work in the HRM Association immensely contributed to strengthening of human resource professionals of various business sectors especially banking and finance. Initiated and managed by Ms Altantsetseg, nationwide competition of HR professionals of banking and finance became the longest running event awaited by both employers and HR managers.

Ms. Altantsetseg received top awards from Mongolbank and Mongolian government for her contribution to educating bankers and developing intellectual pool of banking and finance sector of Mongolia.





#### **EMIRATES INSTITUTE FOR BANKING AND FINANCIAL STUDIES (EIBFS)**

#### I. Company Profile

With over 35 years of service, the pioneer institution Emirates Institute for Banking & Financial Studies (EIBFS) offers a wide range of both training and academic specialized programs developed to meet the needs of UAE's banking, insurance and finance sector organizations.

Over the last few decades EIBFS has expanded its reach within UAE and is now running three fully equipped state of the art campuses and also extends its services to all of the other states of United Arab Emirates.

## Strategic Development:

Armed with decades of experience in delivering world class education and training, EIBFS constantly strives to remain at the forefront of innovative and advanced approaches to training and education and hence reviews its strategy every 3 to 5 years to keep abreast with the ever changing world of banking & finance. The most recent review was conducted in 2017 by Boston Consulting Group to define a revised strategic positioning and operating model for EIBFS.

As part of this study, a detailed review of the EIBFS operations and strategy was conducted, assessment of the UAE financial (training) landscape was carried out and a benchmarking exercise was done with international institutes. This all resulted in a completely focused strategic plan spanned over 2017- 2019. 13 initiatives /sub-initiatives were identified on the basis of the new strategic direction. Immediate recommendations on the strategy initiatives focused around following key priorities:

- Enhancement of the quality of training
- Organizational redesign to fit the business need
- Focus on Emiratization Strategies
- EIBFS to become the standard setting and accreditation authority for banking & finance sector
- Development of Qualifications/ Competency based framework



#### **EMIRATES INSTITUTE FOR BANKING AND FINANCIAL STUDIES (EIBFS)**

#### **EIBFS Accreditations:**

Our accreditations determine our forte in providing learning programs to a very high standard. All EIBFS Academic programs are accredited by Commission for Academic Accreditation (CAA) in the Ministry of Higher Education and Scientific Research in UAE. Since 2010 National Qualifications Authority (NQA) is the statutory accrediting body in UAE whose mission includes safeguarding the quality of the academic and vocational qualifications available to learners within the Qualification Framework in UAE and reinforcing providers' quality assurance capability. EIBFS's all three campuses are registered training providers and Approved Centers for delivering national qualifications by the licensing authority Abu Dhabi Center for Technical & Vocational Education & Training (ACTVET).

#### Local & International Accreditations:

	Accrediting Bodies	Year of Accreditation	Accreditation Level
:	Commission for Academic Accreditation (CAA)	1999	Institutional & Program Accreditation
1	Knowledge and Human Resource Development Authority (KHDA)	2016	Institutional Accreditation
3	Abu Dhabi Center for Technical & Vocational Education & Training (ACTVET)	2017	Licensing of Training Centre
4	National Qualifications Authority (NQA)	2017	Qualifications Approval
į	Finance Accreditation Association Malaysia (FAA)	2014	Program Accreditation

#### **New Initiatives:**

- Formation of Recognized National Development Committee (RNDC)
- Development of Competency Based Framework for Banking & Finance Sector
- Being Recognized Training Providers (RTP) by National Qualifications Authority (NQA)
- Development of National Qualifications

EIBFS has recently formed a Recognized National Development Committee (RNDC) for the development of competency based framework for Banking and Finance sector. This committee has key representation from banking & finance sector as well as EIBFS and National Qualifications Authority (NQA). The RNDC is currently working towards appointing sub committees who will be tasked with development of occupational profiles and development of national occupational skills standards for critical roles in the banking sector.



#### **EMIRATES INSTITUTE FOR BANKING AND FINANCIAL STUDIES (EIBFS)**

EIBFS has also obtained its status as Recognized Training Provider (RTP), by National Qualifications Authority in UAE and its three campuses are now Approved Centers for development and delivery of national qualifications. These national qualifications will be the building blocks for the development of the Competency Based Framework for the banking & finance industry.

With this extended influence the institution will continue to remain true to its three-fold objective of raising the standard of performance of the banking workforce; qualify UAE nationals for successful careers in the industry and

#### **II. Delegates**

#### MR. JAMAL AL JASSMI

Jamal Al Jassmi, is the General Manager of the Emirates Institute for Banking & Financial Studies, leading three campuses across the UAE in Abu Dhabi, Dubai, and Sharjah. He holds a Masters degree in Public Administration from the University of Liverpool, UK.



He has spent over 18 years in top management, serving banking industries and the UAE government in the field of Human Resource Management with special emphasis on Training & Development and Manpower planning. He also has a wealth of experience in the educational & academic fields. He participated in numerous national, regional and international seminars and conferences and contributed extensively to the Emiratization policy. He executed various innovative programs to promote Emiratization across commercial and Islamic banking, financial and insurance industries.



#### **EMIRATES INSTITUTE FOR BANKING AND FINANCIAL STUDIES (EIBFS)**

#### II. <u>Delegates</u>

#### MR. JAMAL AL JASSMI

## Some of his positions:

- Member of Federal Authority for Government Human Resources.
- Member of the Board of Trustees of the National Human Resource Development and Employment Authority (TANMIA), UAE.
- Member of the Board of Directors Dubai Health Authority.
- Member of the UAE National Advisory Board of the Chartered Institute for Securities & Investment (CISI)
- Member of the Human Resource Development Committee (HRDC) in the Banking & Financial Sector (and Chairman of the Research & Studies Committee).
- Member of the GCC Institutes and Colleges of Banking and Financial Studies Committee.
- Secretary to the Board of Directors General Manager Emirates Institute for Banking & Financial Studies .

## MRS. NOURA ALBLOOSHI Training Director



MRS. SAFIA SALEH
Training Director







## **FINANCIAL INSTITUTIONS TRAINING INSTITUTE (FITI)**

## I. Company Profile

Financial Institutions Training Institute (FITI) was established in 2011 by the Royal Monetary Authority of Bhutan in collaboration with Financial Institutions Association of Bhutan (FIAB), as an autonomous apex institution for training, research and consultancy with the objective to train and build the human resource capacity of financial sector.

FITI is part of the grand vision of giving a new direction to the financial sector in its human capacity development in Bhutan and making the sector a more cost-effective instrument for national development. FITI, an autonomous academic institution is governed by a Board, its highest policy-making body.

The Institute will be primarily engaged in training & education in banking, insurance, social securities and financial services to promote and develop professionally qualified and competent financial service personnel. FITI will also engaged in research (policy and operations) and providing consulting support to all financial sector as a whole. It is mandated to play a proactive role of "think-tank" and act as center of excellence for financial sector's human resource development.

The Institute is located in a picturesque valley of Thimphu, the Kingdom's Capital City. The bustling little city is the main center of commerce, religion and government in the country. The institute will be non-residential campus spread over 16.50 decimal areas overlooking the Thimphu valley with minimum of distraction and complete pollution free. It will have its own self-contained building with state of art training and educational facilities.

FITI is incorporated public limited company under the Companies Act of Bhutan 2016 and registered as National Training Provider, Ministry of Labor & Human Resources.



#### **FINANCIAL INSTITUTIONS TRAINING INSTITUTE (FITI)**

The Company is promoted by Ministry of Finance, Bank of Bhutan (BoBL), Bhutan National Bank (BNBL), National Pension & Provident Fund (NPPF), Royal Insurance Corporation of Bhutan (RICBL), Bhutan Development Bank Limited (BDBL), Bhutan Insurance Limited (BIL), TBank Limited and Druk PNB Limited. The Central Bank, Royal Monetary Authority of Bhutan (RMA) who initially played leading role in establishing the institute will be continuing their support and assistant, and presently the Honorable Governor Chairs the FITI Board.

FITI presently administers its secretariat a six-story FITI Building consecrated on 31st January 2018, which houses the following:

- 1. FITI Corporate Office
- 2. One Boardroom and 70 seating Conference hall.
- 3. Three 25 seating Training/Lecture halls.
- 4. One each of 18 desktops computing lab and 18 seating Video Conference hall.
- 5. One 63 seating capacity Auditorium.
- 6. One Resource Center (Library).
- 7. Three fully furnished Faculty room 4 Nos.
- 8. One each of Dining Hall (30 seating) and in-house Cafeteria.
- 9. Spacious reception/ lobby area

## **Flagship Programs:**

FITI during its consecration of FITI Building on 31st Jan 2018 officially launched the following academic programs, which are tentatively scheduled for rollout by July 2018.

1. Continuing Professional Development Program called FITI JA (FITI Junior Associate). This particular curriculum has been developed and designed with technical support from Indian Institute of Banking & Finance (IIBF), Mumbai.

FITI JA will be integral in ensuring that industry practitioners continue to keep their knowledge and skills current with industry and regulatory development. It is expected to equip the practitioners the ability to evolve with the changing industry landscape and enhance their professionalism and value.



#### **FINANCIAL INSTITUTIONS TRAINING INSTITUTE (FITI)**

2. **Post Graduate Diploma in Banking (PGDB)** – is a three term program (modularized) that would enable participants to board base his/ her career options in the banking and non-banking industry with objective to craft proficient entry-level banking professional who will be trained on banking domain, application of core banking solutions with extensive coverage on customer relationships, business development, communication and sales skills.

The PGDB program is developed in collaboration with Institute of Banking, Finance & Insurance (IBFI), Chennai.

- 3. **Certification Programs** besides above two main academic programs, FITI with technical support from IBFI has also designed and developed five (5) certificate level curriculum as follows:
  - a) Banking Operations,
  - b) Pension Management,
  - c) Insurance,
  - d) Credit Management, and
  - e) Risk Management.
- 4. **Examination Center** FITI, in collaboration with Insurance Institute of India (III), Mumbai, will be offering the following professional certification level Online Examination for all employees of insurance sector in Bhutan.
  - a) Licentiate,
  - b) Associate-ship, and
  - c) Fellowship.

#### **Association/ Membership:**

- Member of Asia Pacific Association of Banking Institute (APABI)
- Member of Financial Institutions Association of Bhutan (FIAB)



## **FINANCIAL INSTITUTIONS TRAINING INSTITUTE (FITI)**

#### II. Delegate

## MR. KUENGA JURMI Chief Executive Officer

#### a. Education:

 Master of Information Technology (MIT) – University of Canberra (UC), Canberra, Australia (2001)



#### b. Work Experience:

- Chairman, BoBL Procurement and IT Steering Committee, Bank of Bhutan Limited.
- Focal Person, Enabling eGovernance, Chiphen Rigpel Project, Government of India funded project (Rs. 2.05billion), NIIT, New Delhi, Project Partner.
- Chief Information Officer (IT Department) and Chief Support Officer (Corporate Support and Services Department), BoBL from 2011 2014
- Lead Author, Digital Review of Asia Pacific (Bhutan Chapter on ICT for development), Edition 2009/2010.
- Human Capacity Member for Bhutan ICT Policy and Strategy (BIPS).
- 2002 As a local Consultant to the United Nation Development Program (UNDP) in evaluating on IT Projects
- BHU/00/003 & BHU/00/005, 4-9 Feb. Thimphu, Bhutan
- Head/faculty, department of ICT, Royal Institute of Management (April 1996 June 2011)
- Faculty Advisor to RIM Sports & Games (1996-2001)
- Returning Officer (on deputation) for Election Commission of Bhutan for the national parliamentary mock election (26 March 28 May 2007)





#### INDIAN INSTITUTE OF BANKING AND FINANCE (IIBF)

#### I. Company Profile

The Indian Institute of Banking & Finance established in 1928, has been functioning with a mission "To develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy / counselling and continuing professional development programs." The Institute's Governing Council consists of senior functionaries of Reserve Bank of India and other banks / financial institutions, Chairman and Managing Directors of various Banks and prominent personalities from academic institutions.

IIBF is the largest banking institute in the world with over 9,00,000 ordinary members. The Institute offers a wide array of courses covering different areas in the banking & finance domains. Every year over 5,00,000 candidates appear for the examinations offered to banking and finance professionals in the country. All the examinations of the Institute are conducted in an online proctored environment PAN India. The Institute has completed 91 years of meritorious service and keeps on reinventing itself to cater to the emerging requirements. The Institute has also adopted technology extensively in its operations with all its activities being conducted in a digitised environment.

The Institute is also a founding member of the Global Banking Education Standards Board.

#### **RANGE OF ACTIVITIES:**

#### - Research

The Institute supports "Diamond Jubilee C H Bhabha Research Fellowship" for conducting a research project on banking related subject either in India or abroad. The Institute also sponsors "Micro Research" which is an Annual essay competition among the members and "Macro Research" for which the Institute provides a grant of Rs. 2.5 lakhs. Recently, the Institute has also announced a research fellowship in Banking Technology. The fellowship carries a cash award of Rs. 5 lakhs fully funded by the Institute.



#### **INDIAN INSTITUTE OF BANKING AND FINANCE (IIBF)**

#### - Continuous Professional Development (CPD)

Institute offers a CPD certification program to bankers to maintain and develop their skills, enhance competence and improve performance. Bankers have to secure a minimum of 15 credits from the approved programs / activities sponsored by the Institute during the preceding 24 months to be eligible for the certificate. At the end of two years, the candidate has to forward the self-completed score sheet with appropriate documentary evidence in support for issue of a CPD certificate.

#### - Training

A state of the art Leadership Centre is located at the Institute's Corporate Office, Mumbai as well as at its Professional Development Centres in Chennai, New Delhi and Kolkata to meet the training and learning requirements of banking sector in the face of ever growing challenges, competition, innovations, technology developments and customer expectations. Training programs are offered in varied areas like Forex, Retail Banking, AML & KYC, Micro Finance, Compliance, Credit Appraisal, etc. An internet based "Virtual Classroom Training" programs has been introduced to reach out to a wider audience without diluting quality.

## - Memorial Lectures / Seminars

Apart from conducting seminars at all parts of the country on contemporary topics, IIBF holds two memorial lectures namely "R. K. Talwar Memorial Lecture" and "Sir Purushotamdas Thakurdas Memorial Lecture" in memories of great personalities in the Banking field. Eminent personalities from the various disciplines deliver these lectures which have been appreciated by senior banking and finance professionals.

## - International Consultancy

IIBF has successfully handled consulting / training assignments for countries like Zambia, Botswana, Papua New Guinea, Nepal, Bhutan, Bangladesh, Afghanistan, Tanzania, Taiwan etc.

#### - Collaboration

The Institute has signed MOU with various Institutions like Chartered Banker Institute, The Chartered Institute for Securities & Investment (CISI), London, FEDAI, FIMMDA, India to offer courses jointly.



#### **INDIAN INSTITUTE OF BANKING AND FINANCE (IIBF)**

#### Learning Methodology

- Courseware: Books, Updates on Portal, Master Circulars/Directions by the regulator, IIBF Vision, Bank Quest.
- Classes: Contact classes, Video Lectures, Live / Virtual Classes.
- E-learning: JAIIB, DB&F, CAIIB, Customer Service, Project Finance, DTIRM, AML / KYC.



## II. <u>Delegates</u>

#### DR. JIBENDU MISRA

Dr.Jibendu Narayan Misra has joined as CEO of the Institute on 15<sup>th</sup> December 2014. Dr.Misra is a Ph.D. in Physics. He joined State Bank of India as Probationary Officer in 1979 and has held various key assignments across circles, including an overseas assignment in London.



Dr. Misra has held such important positions as General Manager, Patna circle; General Manager, Rural Business (Outreach), Corporate Centre, Mumbai and Chief General Manager of Mumbai Circle. He was elevated to the post of Dy. Managing Director on 31.07.2013 and was in-charge of Corporate Development and Human Resource Department of the Bank.

## MR. SURESHKUMAR NAIR Director (MSS)







#### **KOREA BANKING INSTITUTE (KBI)**

#### I. Company Profile

#### Introduction:

- The Korea Banking Institute (KBI) was founded by a consortium of Korean domestic banks and the Bank of Korea in 1976. The KBI is a non-profit financial education organization taking the leading role in the development of the Korean banking and financial service industry.
- Members: 20 banks composed of 6 commercial banks, 7 specialized banks, 6 local banks, and 1 Internet-only bank
- 3 Core Businesses
- a. Financial Education: KBI offers 797 courses in financial job categories including 520 in-class training, 133 distance learning, and 144 e-learning to member banks and other financial institutions. KBI provides customized programs as well in response to training needs of individual financial organizations. KBI also offers over 20,000 microlearning contents under subscription based KBI tube service.
- b. Certification: KBI grants certificates in areas where expertise is required to foster financial specialists, and issues 7 government-accredited certificates and 5 KBI-accredited certificates.
- c. Publication: KBI publishes around 100 specialized financial books on each financial categories.
- Organization: 7 departments and 2 offices with 1 president, 2 executive vice presidents and around
   100 staffs.
- International Network: KBI maintains a network with 18 international financial training institute s such as LPPI, LSPP&IBI(Indonesia), TABF(Taiwan), BFA(Mongolia), and HKBI(Hong Kong).



#### **KOREA BANKING INSTITUTE (KBI)**

#### **Key Features:**

- KBI opened new online learning platform in 2020 to provide integrated service to the clients with brand new website and mobile apps. The platform will be open to outside content providers and trainers so they can easily upload or service their contents through our platform to Korean financial professionals.
- KBI launched DT(Digital Transformation) Academy to support learning development and retraining
  of financial institutions on digital banking related subjects by providing professional Fintech training
  programs.
- Organized with Ministry of Strategy and Finance of Korea.
- 3. Recent International Co-operations
- Launching Risk Management certification from IBI and LSPP in Indonesia.
  - KBI and LSPP agreed to operate the Risk Management certificate in June, which is required for international senior managers in order to work in Indonesia.
  - KBI and IBI agreed to run the training programs for Korean bankers in order to prepare the exam in Korea.
- Annual Conferences and Video Conference with BFA in Mongolia.
  - KBI and BFA has been holding Annual Conference in August since 2016.
  - KBI and BFA has been conducting Video Conferences since 2017.
- Leadership Training Program with Bank of Hope in USA.
  - KBI and Bank of Hope developed three days' leadership development program for 90 branch managers in LA.

#### Others

- KBI and Xacbank (Mongolia) run five days Branch Management Program for 30 branch managers in Ulaanbaatar, Mongolia.
- KBI developed five days training program titled "Bank Restructuring and Non-Performing Loan Resolution" for Vietnam central and commercial bankers in KBI.



## **KOREA BANKING INSTITUTE (KBI)**

#### Others

- KBI conducted three days Banking Basic Program for 14 Cambodian interns in KBI.
- KBI developed three days Seminar on Korean Financial System for three Vietnam central bankers with FSS.
- KBI held an International Conference titled "4th Industrial Revolution & the Future of Finance, Talent Development" with the Korea Institute of Finance in Korea.

#### II. Delegate

#### DR. JAE WOO MOON

President

#### Synopsis:

Dr. Jae Woo Moon took office as the president of Korea Banking Institute on April 11, 2018. As president, he has a key role in enhancing competitiveness of the Korean banking and financial service industry by cultivating financial specialists through high quality financial education and training.



Prior to be named as a president of KBI, Dr. Moon spent more than four decades as a public official, working primarily on issues related to banking, securities, insurance, finance, taxation, and international economic cooperation at the Ministry of Finance, the Ministry of Strategy and Finance, the Office of the President, the Financial Supervisory Commission, and the Financial Supervisory Service.

In addition, as the President of the General Insurance Association of Korea, Dr. Moon contributed to improve the profitability of automotive insurance by bringing together six governmental departments, including the Financial Services Commission, the Financial Supervisory Service, Ministry of Strategy and Finance, and Ministry of Land, Transport, and Maritime Affairs.

A well-rounded individual, Mr. Moon once took the top prize at a Creative Idea contest in which public officials across all of Korea could participate.

Dr. Moon received his doctorate degree in business management from Wonkwang University. He also received his master's degree in accounting from the University of Illinois at Urbana-Champaign and in public administration from Seoul National University.





#### **NATIONAL BANKING INSTITUTE (NBI)**

#### I. Company Profile

National Banking Institute Ltd. (NBI) is the national level apex banking and finance academy. It was established in the year 2009 AD under the aegis of Nepal Bankers' Association (NBA) with a support from Asian Development Bank (ADB). Its promoters include Nepal Rastra Bank (NRB), the Central Bank of Nepal, Rural Microfinance Development Centre (RMDC) and member banks of Nepal Bankers' Association (NBA).

Established by the industry for the industry with the main objective of developing capacity of the human capital of the Banking, Finance & Insurance sector of the region, NBI has established itself as the leading learning institute in the country. From its very inception, NBI is fully engaged in capacity building in the Banking, Finance and Insurance sector of the country. NBI has been working as a strategic partner to both regulators and the industry to develop a sustainable financial sector of the country.

#### Vision:

To be the most preferable learning institute for providing and enhancing the competence and professional banking and financial service personnel in a change environment.

#### Mission:

1. National Banking Institute (NBI) shall be the role model in establishing and furnishing objective on TRAK module as under:

# T =Trainings

Deliver trainings and professional development programs in hard and soft skill to cater the need of Financial Industry in the areas of Banking & Finance.



#### **NATIONAL BANKING INSTITUTE (NBI)**

#### R= Research

Carry out research in areas related to the financial and other sector that would support to financial industry in their strategy planning. e.g. Professional development, Industry status/changes, Financial and economic indicators, Research on micro credit, New trends and technologies etc.

#### **A= Academic Programs**

Set its aim to be the Banking Academy of Nepal to develop banking professionals e.g. certification level in banking and professional individual qualification in banking products and services.

#### **K=Knowledge Consulting**

Expertise gained through our training programs, research and academic wing would allow NBI to provide innovative solutions that can be packaged in the form of knowledge. The Knowledge Consulting wing of NBI would closely work with each and every stake holder in the chain to assist them in solving complex industry issues.

- 2. NBI shall establish standard of proficiency to guide banking practice to form a key contribution for entry to advancement in the career in banking and finance in Nepal.
- 3. NBI shall provide access to NBI training across the nation for person employed or seeking employment in the financial sector.
- 4. NBI shall support the nation by making financial awareness among the people of remote areas through financial literacy programs.



#### **NATIONAL BANKING INSTITUTE (NBI)**

#### II. Delegate

#### MR. DHAN THAPA KHAWAS

#### Syponosis:

Dhan carries a little over 18 years of banking work experience. He started his professional journey with the then Grindlays Bank Ltd. (Now Standard Chartered Bank) in the year 1992. He was working with the bank in the position of Branch Manager for the last six years when he left the bank in 2011. During his tenure with the bank, he has had opportunities to work in various departments of the bank which has helped him hone his knowledge and skills in various banking work areas.



Dhan joined National Banking Institute Ltd (NBI) in December, 2011. Currently he heads the program division of the institute as the head of Programs. He has contributed a lot to bring NBI to this position.

Graduate (BA) in Economics and English and a student of MA in Economics, Tribhuvan University Nepal, Dhan's areas of interest includes leadership, motivation, corporate governance etc. Self made Dhan is a good team player and has a good skill to motivate and groom a good team.





#### PNG INSTITUTE OF BANKING AND BUSINESS MANAGEMENT INC. (IBBM)

#### I. Company Profile

IBBM is an Accredited Higher Education Institute delivering Certificate, Diploma, Degree and Masters Programs in partnership with TORRENS UNIVERSITY OF AUSTRALIA and TAFE Queensland.

IBBM is the longest established private sector training organization in PNG and is recognized as the Nation's most prestigious provider of pragmatic, cost-effective training in business, banking, information systems, finance, microfinance and management skills since 1965.

At our Port Moresby Campus and Digitally, we offer:

- Australian Master of Business Administration (2 years)
- Australian Bachelor of Business Communications and Public Relations(3 years)
- Australian Bachelor of Business (3 years)
- Australian Bachelor of Business Information Systems (3 years)
- Australian Diploma of Business (Banking Electives 1 Year)
- Digital-Certified Professional Banker
- Digital-Certified Microfinance Professional
- Australian BSB50415 Diploma of Project Management
- Australian BSB51918 Diploma of Leadership and Management
- Australian BSB42015 Certificate of Leadership and Management
- Corporate Workshops in Sift Skills, Digital And IT Skills, Accounting, ISO and others.



#### PNG INSTITUTE OF BANKING AND BUSINESS MANAGEMENT INC. (IBBM)

#### II. Delegate

#### **MS. SWETA JAIN SUD**

Dean, IBBM

Sweta Sud is an Academic with 20+ years of organizational achievements within Higher Education, Technical and Vocational sector, Enterprise resource planning, strategic project planning and stakeholder management.



She is currently leading the PNG Institute of Banking and Business Management as Dean along with the partnership of Torrens University Australia which offers an Australian University MBA, Bachelors and Diploma course at IBBM.

She is also an Adjunct Senior Lecturer/Faculty at Torrens University Australia and is pursuing Doctoral Degree in Business Leadership from Australian Graduate School of Leadership currently delivering Digital Learning Projects for Centre of Excellence and Financial Inclusion.

Sweta holds an Engineering Degree and two Masters Degrees in Business Administration and Project Management and a Post Graduate Diploma in Information Systems and Technology. She is also a Certified Information Systems Auditor. She is also in the completion stages of her Doctorate program in business leadership in Australia with Laureate International Universities.

She is also serving on the Boards of Centre of Excellence in Financial Inclusion and on the Project Steering Committee of ADB led Microfinance Expansion Project to provide a wholesome contribution to the Community with Board positions





#### TAIWAN ACADEMY OF BANKING AND FINANCE (TABF)

#### I. Company Profile

The Taiwan Academy of Banking and Finance (TABF) is a non-profit organization, advised by Financial Supervisory Commission (FSC) of Taiwan. We are a pioneer in Taiwan in research, training, proficiency testing, and publication services for banking professionals. With our innovative capacities in financial research and talent development, since May of 2000, when TABF was officially established through the merger of the Banking Institute of the Republic of China (BIROC) and the Banking and Finance Institute (BFI) as an important policy initiative of the financial authorities to strengthen the competitive advantages of Taiwan's financial sector, TABF has played a critical role in all aspects of the modernization and globalization of Taiwanese banks. We have responded to increasing demand for quality banking services and guided bankers through today's highly dynamic and competitive environment. Additionally, TABF is actively involved in the development of international banking communities, playing a role as a regional hub for knowledge transfers between Taiwan and the rest of financial world.

TABF has long been focused on digital transformation, training talent, developing competency verification, promoting research, publishing books and periodicals, and so on services. In response to the four visions of "Financial Development Action Plan" that Executive Yuan promulgated in June 2018, TABF has established a physical FinTech innovation lab: The Fin & Tech Innovation Village. As an exchange center between financial institutions and technology companies, the village provides service models including collaborative solution development, and experimental innovation.

TABF also hosted the largest finance and technology events in Taiwan, Fintech Taipei 2019. The event was first held in 2018, and demonstrated Taiwan's innovative spirit and highlighted its technological achievements. The two-day event attracted more than 240 institutions and 450 booths from over 13 countries, including the US, the UK, Australia, Singapore, Japan and Poland, representing the public, private and university sectors. Almost 50,000 visitors witnessed the strength of Taiwan's FinTech development, making FinTech Taipei 2019 an example of future international collaboration and innovation.



#### TAIWAN ACADEMY OF BANKING AND FINANCE (TABF)

#### **II.** Delegates

#### DR. HANK C.C. HUANG

President

Dr. Huang received his PhD in Urban and Regional Planning from National Taipei University in 2001. He led the BOT Research Center at the Taiwan Economic Research Institute (TIER) from 2003 to 2008, serving as project leader for several projects. He designed a nationwide procurement mechanism for private participation in wastewater treatment systems, created cash flow management methods for local governments, and also designed a development approach for regional target industries.



Later, he was appointed Director of the Finance Department of the Yilan County Government, located in the Northeast of Taiwan. Yilan faced a serious deficit at that time, in 2011. Dr. Huang's reversed the decay in public finances and achieved the first surplus in two decades.

Dr. Huang joined the Taiwan Academy of Banking and Finance (TABF) as Vice President in 2016, and subsequently became President in 2017, not only creating new revenue sources, but also shaping new thinking at the forty-year old institution. He introduced courses on FinTech, Leadership, and Risk Management, enlarged the scope of online training, and improved the certification process. His ambition is to internationalize the organization in line with growing needs of the Taiwanese financial sector.



#### TAIWAN ACADEMY OF BANKING AND FINANCE (TABF)

#### MR. CHUNG-WEI "DENNIS" LIN

**Executive Vice President** 

#### a. Education

- Master of Business Administration, Shih Chien University, Taiwan
- Bachelor of Business Administration, Shih Chien University, Taiwan

### b. Past Career Highlights



- Director of Administration Department, Taiwan Academy of Banking and Finance
- Director of Overseas Business Institute, Taiwan Academy of Banking and Finance
- Director of Proficiency Testing Center, Taiwan Academy of Banking and Finance
- Deputy Director of Proficiency Testing Center, Taiwan Academy of Banking and Finance
- Specialist of Continuing Education Department, Taiwan Academy of Banking and Finance
- Specialist of Training Department, Banking and Finance Institute

#### MS. HSING-YI "AMY" FANG

Senior Manager, Office of International Affairs, TABF ASSOC CIPD, PMP, GCDF





# **TAIWAN ACADEMY OF BANKING AND FINANCE (TABF)**

**MR. DAVID MARK STINSON** Project Editor



MS. SHI-TING "TANTAN" HUANG
Human Resources Specialist







#### THE ASIAN INSTITUTE OF CHARTERED BANKERS (AICB)

#### I. Company Profile

The Asian Institute of Chartered Bankers (AICB) (formerly known as Institute of Bankers Malaysia (IBBM) has been championing the vision of professionalising bankers since 1977 by upholding the standards of excellence for the financial services sector to empower its workforce through the systematic transfer of knowledge and qualifications. Today, AICB is a distinct professional body focusing on membership, education, examinations and awards as well as thought leadership.

#### THE INSTITUTE

As the professional body for the banking and financial services industry in Malaysia, the Asian Institute of Chartered Bankers (AICB) is committed toward elevating the banking education landscape by enhancing the quality of professionals who work within the industry. We aim to be the centre of excellence through professionalism, service, innovation and continuous improvement. To this end, our deliverables are aligned to industry needs, attuned to cultural changes as well as the evolving landscape of the financial world.

Transformed from the Institute of Bankers Malaysia founded in 1977, the establishment of the Asian Institute of Chartered Bankers is an initiative governed by a Council comprising representatives from Bank Negara Malaysia, The Association of Banks in Malaysia and the Malaysian Investment Banking Association.



#### THE ASIAN INSTITUTE OF CHARTERED BANKERS (AICB)

# II. Delegates

# MS. SHIREEN KANDIAH-FUAD Director

Shireen currently heads AICB's Strategy, Partnership and Communication Division, spearheading the development of thought leadership initiatives and research publications, in addition to strategic partnership and communication initiatives. Her professional experience spans the fields of CRM Strategy, Branding and Capital Markets.



Previously, Shireen worked in the International Affairs Department at the Securities Commission Malaysia in the areas of international regulatory standards and capacity building. She has also worked at international advertising agencies and business conglomerates based in Kuala Lumpur and Dubai.

Shireen graduated from the University of Kent, UK with a LL.B. (Hons) in Law.

MS. MITHILA SATHASIVAM
Director
Membership & Marketing







#### THE HONG KONG INSTITUTE OF BANKERS (HKIB)

#### I. Company Profile

The Hong Kong Institute of Bankers (HKIB) has been serving the local banking community as an independent organisation in the provision of education and professional training since 1963. The Institute also acts as an industry-recognised training and certifying hub for the local banking community. With an objective to maintain and further develop the territory's status as an international financial centre, the Institute works with the support of banks, regulators, financial institutions, academic institutions and various professional bodies to provide local banking practitioners with professional training and development opportunities. In view of the changing landscape of the banking and financial services industry in Hong Kong and mainland China as well as on a global scale, the importance of continuing to enhance the standards of professional development has gained increased attention. The HKIB endeavours to provide and enhance its training and development products in order to equip its members with essential knowledge and skills that meet the industry's needs.

The Institute is made up of a Council and an Executive Committee (EC), both represented by seasoned professionals and leaders in the local banking and financial community. Reporting to the EC are the Secretariat and six main sub-committees — Administration & Finance, China Development, Future Banking, Membership & Professional Development, Professional Standard & Examination Board as well as Financial Technology.

HKIB services over 90% of the local banking practitioners, has two categories of members, namely Corporate Members and Individual Members. The number of Individual Members grew by more than 1,200 or 22% over last year. All eight virtual banks which were granted licenses by the Hong Kong Monetary Authority have joined us as Corporate Members.



#### THE HONG KONG INSTITUTE OF BANKERS (HKIB)

#### A Range of Professional Training Programs

To foster the development of the banking industry through knowledge and expertise sharing, HKIB provides a wide range of professional qualification programmes, Continuing Professional Development (CPD) training, conferences and seminars to meet the needs of banking practitioners at all levels.

#### **Professional Qualification Programmes**

Underpinned by our professional standards framework, HKIB's professional qualification programmes provide attendees with a clear vocational qualification path:

#### > Certified Banker (CB)

Certified Banker is a three-level professional qualification programme launched by HKIB. It serves as an industry common benchmark that helps banking practitioners at all levels raise their professional standards. It is also recognised by regional regulators and leading authorised institutions. For example, the Hong Kong Monetary Authority (HKMA) has included the CB program in its Supervisory Policy Manual module CG-6 "Competence and Ethical Behaviour", which provides guidance to authorised institutions on ensuring the competence, probity and integrity of staff.

# > Enhanced Competency Framework (ECF)

With the aim to enhance the level of core competence in the industry and support on-going professional development, the industry-wide Enhanced Competency Framework (ECF) for banking practitioners, introduced by the HKMA, enables more effective training through establishing a set of common and transparent competency standards.

Currently, the ECF for banking practitioners covers six professional work streams, and Authorized Institutions are encouraged to adopt this as the benchmark for enhancing the level of core competence and on-going professional development of banking practitioners:

- Anti-Money Laundering and Counter-Financing of Terriorism
- Cybersecurity
- Credit Risk Management
- Retail Wealth Management
- Treasury Management
- Risk Management and Compliance



#### THE HONG KONG INSTITUTE OF BANKERS (HKIB)

#### **Training**

HKIB's organised a wide range of training activities engaging 15,000+ participants in 2019. Key highlights included:

- > Seminars
- Director Development Programmes
- Regulator's Dialogue
- Commissioner's Dialogue
- Management Luncheon Series
- Fintech Seminar Series
- China Banking Knowledge for Hong Kong Bankers

#### > Technical Training

Launched series-based or sector-specific training programmes:

- AML/CFT
- Green Finance
- Fintech
- The Guangdong-Hong Kong-Macau Greater Bay Area
- Structured Finance
- Bank Culture Reform
- Risk Management
- Cybersecurity e-Learning

#### **Industry Events**

HKIB organises a range of industry events, seminars and conferences, aiming to drive the exchange of knowledge and best practices across the industry. These events, covering relevant industry topics, provide professionals forward-looking insights and perspectives. They also offer useful networking opportunities for banking practitioners and other key stakeholders.

#### > Banking Conference:

Organised annually in Hong Kong, the Banking Conference has become one of the major platforms for banking practitioners at all levels to discuss topical issues and exchange views on the current industry landscape. This year saw its highest attendance ever, featuring an unprecedented two CEO panels for virtual banks and traditional banks respectively.



#### **THE HONG KONG INSTITUTE OF BANKERS (HKIB)**

#### > Cybersecurity Solutions Day:

A full-day event connecting over 300 professionals, including regulators, cybersecurity experts, solution providers and banking practitioners was held combining the HKICT 2019 FinTech Awards presentation ceremony. The event aims to enhance attendees' knowledge of cybersecurity as well as regulatory compliance.

#### > Cross-Straits and Hong Kong-Macau Banking Wealth Management Forum:

Jointly organised with partners in the Mainland China, the Forum aims to promote the development of the wealth management market in the cross-strait four regions.

#### **Industry Awards**

To inspire and reward the best and brightest banking, wealth management and Fintech talent and institutions in Hong Kong, HKIB organises the following awards during the year:

#### > Hong Kong ICT Awards 2019 - FinTech Award:

HKIB has been appointed as the Leading Organiser of the FinTech Award every year since its launch in 2016. Steered by the Office of the Government Chief Information Officer (OGCIO), and organised by Hong Kong ICT industry associations and professional bodies, the Awards support Hong Kong's development as an international Fintech hub. The Awards recognise and showcase the high performing winners whose Fintech innovations and efforts contribute to the success of the banking and financial sector.

# > Outstanding Financial Management Planner Awards in Mainland China and Hong Kong:

HKIB strives to enhance the competency and integrity of financial planners and wealth management practitioners through this highly regarded Awards program. The Awards were launched in Hong Kong and Mainland China in 2006 and 2007 respectively. In 2019, there were more than 100 contestants from 13 banks in Hong Kong and over 1,000 contestants from 54 banks in Mainland China, reflecting strong market recognition.

#### > Talent Development Awards Programme:

The new Hong Kong Banking Industry Talent Development Awards Programme has been introduced to showcase those financial institutions that demonstrate exemplary achievements and good practices in staff and talent development. It aims to recognise the ongoing efforts of financial institutions in fostering the career growth of banking and finance practitioners, and recognise the commitment of financial institutions in building employees competence to enhance Hong Kong's status as an international financial centre.



#### THE HONG KONG INSTITUTE OF BANKERS (HKIB)

#### > Cybersecurity Solutions Day:

A full-day event connecting over 300 professionals, including regulators, cybersecurity experts, solution providers and banking practitioners was held combining the HKICT 2019 FinTech Awards presentation ceremony. The event aims to enhance attendees' knowledge of cybersecurity as well as regulatory compliance.

#### > Cross-Straits and Hong Kong-Macau Banking Wealth Management Forum:

Jointly organised with partners in the Mainland China, the Forum aims to promote the development of the wealth management market in the cross-strait four regions.

#### **Industry Awards**

To inspire and reward the best and brightest banking, wealth management and Fintech talent and institutions in Hong Kong, HKIB organises the following awards during the year:

#### > Hong Kong ICT Awards 2019 - FinTech Award:

HKIB has been appointed as the Leading Organiser of the FinTech Award every year since its launch in 2016. Steered by the Office of the Government Chief Information Officer (OGCIO), and organised by Hong Kong ICT industry associations and professional bodies, the Awards support Hong Kong's development as an international Fintech hub. The Awards recognise and showcase the high performing winners whose Fintech innovations and efforts contribute to the success of the banking and financial sector.

# > Outstanding Financial Management Planner Awards in Mainland China and Hong Kong:

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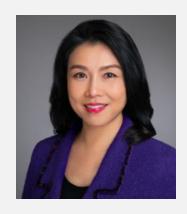


#### THE HONG KONG INSTITUTE OF BANKERS (HKIB)

#### **II.** Delegates

# MS CARRIE LEUNG, MH Chief Executive Officer The Hong Kong Institute of Bankers

As the Chief Executive Officer of The Hong Kong Institute of Bankers (HKIB), Ms. Leung is responsible for driving the ongoing development of the competence levels and professional standards of local banking practitioners.



Ms LEUNG actively participates in the development of the Hong Kong Banking Qualifications Framework (QF) which sets the standards for industry competency amongst banking practitioners across various regions. She is a member of the Hong Kong Banking Industry Training Advisory Committee (Banking ITAC) and the Advisor of the Cyberport Academy Advisory Group for FinTech.

In addition, Ms LEUNG is extensively involved in the education and human capital development of the banking and finance industry in Hong Kong and is a member of numerous committees organised by different government departments, universities and public organisations. She is also the Director of the Asian Financial Cooperation Association (AFCA), Vice Chair of the The Global Banking Education Standards Board (GBEStB) and a member of the Accreditation Council, Finance Accreditation Agency (FAA), Malaysia. Recently, Carrie has been appointed as the Council & Court Members of Lingnan University of Hong Kong and Designated Member of Standing Review Committee for Qualifications Assessment (SRCQA) of Hong Kong Council for Accreditation of Academic & Vocational Qualifications (HKCAAVQ).

Ms LEUNG was one of the recipients of the Most Extraordinary Women in Finance Award 2009 by Benchmark Magazine. She has been awarded with the Medal of Honour (MH) by the Government of the Hong Kong Special Administrative Region in 2018.





#### THE INSTITUTE OF BANKING AND FINANCE CAMBODIA

#### I. Company Profile

Institute of Banking and Finance Cambodia is an entity initiated and owned by the Association of Banks in Cambodia and was incorporated in April 2017. With the support from the National Bank of Cambodia and the Cambodian Microfinance Association through their representation on the board, IBF represents the industry-wide banking education. The institute has partnered with a number of international partners in providing high-level certification for senior bankers as well as developing its own local certification programs. More importantly, the institute has been actively working to bridge the gap between what the local universities offer and what the industry needs through curriculum consultation and training the trainer programs.

#### II. Delegate

#### MR. KAGNARITH CHEA

Kagnarith Rith was employed as the school manager for the Australian Center for Education, which is a subsidiary of IDP Education in Australia. During this period and with his growing responsibilities, he additionally convened the CamTESOL Conference, the biggest and most prestigious ELT conference in Asia Pacific.



He also managed the Language and Education in Asia Journal, and initiated the ASEAN Regional Research Symposium. Then he helped cofound an education technology start up, Edemy, to help provide quality education to rural high school students before his current position as a General Manager of the Institute of Banking and Finance Cambodia.





#### THE INSTITUTE OF BANKING AND FINANCE SINGAPORE (IBF)

#### I. Company Profile

The Institute of Banking and Finance Singapore (IBF) was established in 1974 as a not-for-profit industry association to foster and develop the professional competencies of the financial industry. IBF represents the interests of close to 200 member financial institutions including banks, insurance companies, securities brokerages and asset management firms. In partnership with the financial industry, government agencies, training providers and the trade unions, IBF is committed to equip practitioners with capabilities to support the growth of Singapore's financial industry.

IBF is the national accreditation and certification agency for financial industry competency in Singapore under the IBF Standards, which were developed in partnership with the industry. The IBF Standards set out the functional skills required for 12 industry segments and more than 50 jobs in the financial industry, guiding IBF accreditation of structured skills training programmes. Individuals who complete the IBF-accredited skills training programmes and meet the relevant criteria may apply for IBF Certification.

Under Workforce Singapore's Adapt and Grow initiative, IBF is the appointed programme manager for the administration of professional conversion programmes for the financial industry. As programme manager, IBF will partner financial institutions to re-skill employees for expanded roles and opportunities in growth areas.

IBF also provides personalised career advisory and job matching services to Singapore Citizens and Singapore Permanent Residents exploring a new role in, or career switch into the financial industry, under IBF Careers Connect.



#### THE INSTITUTE OF BANKING AND FINANCE SINGAPORE (IBF)

#### II. Delegate

#### MS. TAN YAN WEI

Deputy Director
The Institute of Banking and Finance Singapore

As a Deputy Director at the Institute of Banking and Finance (IBF), Yan Wei oversees the engagement of financial institutions on workforce transformation and skills development, to support the re-skilling of employees and mid-career new hires into expanded roles and job opportunities in growth areas. She also works closely with various stakeholders including financial institutions, government agencies, industry associations and training partners to develop and recommend interventions, programmes and policies to achieve workforce transformation outcomes.



She has been with the Institute for more than 12 years and had the opportunity to be rotated across different functions within the Institute. Prior to her current role, she led a team that oversaw the certification of industry practitioners, conferment of IBF Fellows and administration of funding schemes under the Financial Sector Development Fund on behalf of the Monetary Authority of Singapore (MAS). She was also involved in the accreditation of training programmes, reviewing of the industry competency standards as well as the development of the Client Advisory Competency Standards and Continuing Professional Development requirements for Private Banking under the Private Banking Code of Conduct. These initiatives were instrumental in promoting and supporting professional development within the financial services industry.





# Afghanistan Institute of Banking and Finance

دافغانستان بانكى او مالى انسټپټپوټ-انستينوت بانكداري و مالى افغانستان

#### **AFGHANISTAN INSTITUTE OF BANKING AND FINANCE (AIBF)**



**BANGLADESH INSTITUTE OF BANK MANAGEMENT (BIBM)** 



**INDONESIAN BANKING DEVELOPMENT INSTITUTE** 



**INSTITUTE OF BANKERS OF SRI LANKA (IBSL)** 





#### **INSTITUTE OF MANPOWER, BANKING AND FINANCE**



THE INSTITUTE OF BANKERS PAKISTAN (IBP)



THE THAI INSTITUTE OF BANKING AND FINANCE ASSOCIATION





#### **FINANCIAL SERVICES INSTITUTE OF AUSTRALASIA (FINSIA)**

#### I. Company Profile

FINSIA is the professional body in Australia and New Zealand for the financial services industry. FINSIA, the Financial Services Institute of Australasia, origins go back to 1886, when the AIBF was established by a group of bankers to drive improvements in professional practice and high standards of conduct.

Working with key stakeholders including the industry and regulators, FINSIA's purpose continues to be to raise professional standards of competency and conduct in financial services. This supports raising trust and pride for FINSIA members to deliver better community outcomes. It is achieved through education, ongoing professional development and engagement within a professional community. Professional practitioners who are members of FINSIA are required to abide by a Code of Conduct, which is supported by disciplinary processes.

FINSIA has partnered with the Chartered Banker Institute to bring internationally recognised professional certifications to Australia and New Zealand.

The Chartered Banker pathway supports practitioners at all levels - from the foundation level, right through to the Chartered Banker certification, suitable for senior executives. Importantly this certification ensures professionals are covered by codes of ethics, and profess commitment to competence, integrity and morality, altruism, and the promotion of the public good within their expert domain.

FINSIA launched the "Professional Banking Fundamentals" program in June 2018. This was followed in 2019 by the "Certified Professional Banker" programs offering specialisms in business banking or retail lending, as well as core modules in risk management and ethics. The "Chartered Banker By Experience" program was launched in mid 2019 and the first two groups of Chartered Bankers have now graduated. In February 2020 FINSIA launched the Chartered Banker by study program.



#### FINANCIAL SERVICES INSTITUTE OF AUSTRALASIA (FINSIA)

In addition, FINSIA is working with the UK-based Chartered Institute For Securities & Investment (CISI) to implement relevant certifications in securities and investment sectors in Australia. The first collaborations are in ethics programs and in risk management including cyber-security and financial crime.

FINSIA will continue to seek opportunities for collaboration with other professional institutes internationally to deliver relevant high-quality programs.

FINSIA has recently implemented a Continuous Professional Development obligation for relevant members.

FINSIA organised 70 member events in 2019 which included live webinars for the first time, these were very well received.

Over the last two years in particular banking in Australia has been the subject of intense scrutiny via the "Royal Commission Into Misconduct In Financial Services". There have also been regular scandals, primarily relating to poor conduct towards customers or poor regulatory compliance (for instance in anti-money laundering). The impact has been severe, forcing resignations from Board Chairs and CEOs of three of the four largest banks. Regulators have imposed significant fines and additional capital requirements as well as requiring major customer remediation projects. The costs are now many A\$Billion, with more to come. In this environment FINSIA is highlighting the need to re-professionalise financial services and introduce more individual accountability throughout the organisation.



# **FINANCIAL SERVICES INSTITUTE OF AUSTRALASIA (FINSIA)**

# II. Delegate

# MR.CHRIS WHITEHEAD CEO & Managing Director FINSIA (Financial Services Institute of Australasia)



	Significant Appointments	
2016-present	FINSIA (Financial Services Institute of Australasia) Formed in 2005 from the merger of the Australian Institute of Banking & Finance founded in 1886 and the Securities Institute of Australia founded in 1966.	CEO & Managing Director
2016-present	WISR Ltd Australia's first "neo-lender" with a focus on financial wellness of its customers via unique apps and services.	Non-executive Director
2009 - 2015	CUA (Credit Union Australia) Australia's largest credit union with 1,000 staff serving over 450,000 customers and assets exceeding \$11Bn	CEO & Executive Director
2010-2016	Cuscal Ltd Providing cards, payments switching, ATM and associated services to more than 100 financial institutions.	Non-Executive Director
2008-2009	Bank of Scotland One of the world's oldest full-service trading banks	Regional Director- Scotland West
1997-2007	Bank of Western Australia (BankWest) An established full service bank which is market leader in Western Australia and the leading challenger brand nationally.	CEO (Retail) and Executive Director
2003-2007	St Andrews Insurance Group Australia A provider of general insurance, financial planning and retail funds management services.	Non-Executive Director
1999-2002	UnisysWest A joint venture IT services company established by BankWest and Unisys Corporation.	Non-Executive Director
1994-1997	Advance Bank Australia The first building society in the world to convert to a Bank	Chief Information Officer
1991-1994	Cardinal Network Australia  An innovative provider of outsourced IT services and software development, originally founded in New Zealand.	Country Manager and Executive Director



# **Chartered Banker**

#### THE CHARTERED BANKER INSTITUTE (CBI)

#### I. Company Profile

Established in 1875, the Chartered Banker Institute is the oldest professional banking body in the world, and the only one which is able to confer the professional designation of Chartered Banker - a mark of quality in the banking profession, recognised in the UK and internationally. It is a status that demonstrates expertise, experience and professionalism, and acts as a gateway to enhanced career opportunities.

The Chartered Banker Institute's aims, as set out in the Institute's Royal Charter, is to lead the reprofessionalisation of UK banking contributing through this to rebuilding confidence in banks and bankers, and restoring pride in the banking profession.

The Institute is known for leading and driving an agenda of ethical professionalism; promoting professional standards for bankers, providing professional and regulatory qualifications for retail, commercial and private bankers in the UK and overseas.

Enhancing their leadership in driving an agenda of ethical professionalism, the Institute established in 2008, the Chartered Banker Professional Standards Board (CB:PSB), which now has over 187,000 individuals meeting its first standard, the Foundation Standard for Professional Bankers.

The Institute's work as a professional membership body for bankers complements and supports the work of regulators and banks and supports, and shapes the development, of individuals, institutions and the banking sector.

The Chartered Banker Institute helps banks and bankers, globally to develop, demonstrate and embed professional ethics, expertise, conduct and a professional culture. Attributes all expected and demanded by banks, bankers, customers and communities.



#### **THE CHARTERED BANKER INSTITUTE (CBI)**

# II. Delegate

#### MR. GILES CUTHBERT

Giles leads the Institute's thought-leadership on ethical banking, particularly around the area of digital ethics. He has around 20 years' experience in the arena of professional education and professional standards. He has led a very wide range of education and professionalism projects to significantly diversify the work of the Chartered Banker Institute, developing major strategic programmes to diverse areas of the banking industry around the globe.



In particular, he has specialised in developing a wide range of bespoke professionalization programmes for banks, coupled with highly innovative accreditation services. These projects have reached many tens of thousands of banking professionals.

Giles holds a degree in law, a Masters in education, and has recently finished studying a Masters in applied professional ethics.





#### **MOODY'S ANALYTICS**

#### I. Company Profile

Moody's Analytics provides financial intelligence and analytical tools to help business leaders make better, faster decisions. Our deep risk expertise, expansive information resources, and innovative application of technology help our clients confidently navigate an evolving marketplace. We are known for our industry-leading and award-winning solutions, made up of research, data, software, and professional services, assembled to deliver a seamless customer experience. We create confidence in thousands of organizations worldwide, with our commitment to excellence, open mindset approach, and focus on meeting customer needs.

Our Vision: Empowering our customers to make better, faster decisions. Our Vision: To be the global leader in solving critical business problems. Our Values: Customer focus, excellence, open mindset, and teamwork.

Moody's Analytics began as the exclusive commercial distributor of ratings, content, and research from Moody's Investors Service. While Moody's Analytics continues in that capacity, over time we have broadened our offerings to include an unparalleled range of financial risk solutions. By 2008, Moody's Analytics formed as a separate and independent entity from Moody's Investors Service.

Moody's Analytics has grown through both solution innovation and strategic acquisition. Many leading firms have joined us on our journey to provide the global financial marketplace with world-class tools and expertise for managing risk. As financial risk and regulation grow increasingly complex, Moody's Analytics looks forward to continuing to help risk professionals make informed decisions and build successful strategies.



# **MOODY'S ANALYTICS**

# II. Delegates

# MR. PRAKASH CHOTTEKALAPANDA Director, Certification and Banking Institute Coordinator



MR. ARI LEHAVI
Executive Director





#### **MEETING VENUE**

The venue for the 2020 APABI Meeting & Conference is at South Palms Resort Panglao, Panglao, Bohol, Philippines.



#### **AIRPORT ARRIVAL**

The delegates will arrive at the Ninoy Aquino International Airport (NAIA), Manila and will have to take another flight to Panglao International Airport in Panglao, Bohol.

At Panglao International Airport, BAIPHIL personnel, liaison officers, and support staff will meet the delegates and accompany them to their respective hotels.

Delegates are requested to be at the airport at least one (1) hour before their flight schedule for domestic flights, and at least three (3) hours for international flights. For more information on departure schedule, please contact our secretariat officers for airport facilitation.

#### TRANSPORTATION TO AND FROM THE MEETING VENUE

Transportation will be provided for all the delegates to and from the South Palms Resort Panglao.



#### **REGISTRATION**

Delegates may register and collect their Conference IDs at the Registration table located at the entrance of the Conference Room on February 27, 2020.

Conference materials will be available on the conference tables at the start of the Meeting.

#### **NEARBY DOCTORS/HOSPITALS**

An in-house nurse is available at the South Palms Resort Panglao.

For medical needs: Borja Family Clinic 19 C Gallares Tagbilaran City Tel. No.: +63 38 411-3303

Celestino Galares Memorial Hospital 0053 Miguel Parras St, Tagbilaran City, 6300 Bohol

Tel. No.: +63 38 411-4868

#### **GENERAL INFORMATION**







#### **GENERAL INFORMATION**

The Philippines is a n archipelago of 7,641 islands and divided into three (3) main geographical divisions: Luzon, Visayas and Mindanao. It has a total land area, including inland bodies of water, of approximately 300,000 square kilometers (116,000 square miles). Its 36,289 kilometers (22,549 miles) of coastline makes Philippines the country with the 5<sup>th</sup> longest coastline in the world.

Panglao, Island has an area of 91.12 square kilometers (35.18 dqmi). It is within Bohol Province, and comprises two municipalities: Dauis and Panglao. Panglao island is located southwest of the island of Bohol and east and south Cebu.

Panglao has a terrain that ranges from plain, hilly to mountainous. Panglao is made of Maribojoc limestone, the youngest limestone units found in the western area of Bohol. Panglao is a popular tourist destination in the Philippines, and includes several small islands, such as Gak-ang, Pontod, and Balicasag.

#### **CLIMATE**

The Philippines has a tropical rainforest climate characterized by relatively high temperature, humidity and plenty of rainfall with temperature of 25 degrees Celsius to 32 degrees Celsius.

The climate of the Philippines is divided into two main seasons:

- 1. Rainy season, from June to the early part of October; and
- 2. Dry Season, from the latter part of October to May.

#### **ELECTRICITY**

Standard voltage in the Philippines is 220V, 60 Hertz. The usual plug and electronic socket have two Flat parallel blades and slots. While most hotels can provide adaptors for different kind of plugs, it is suggested that international adaptors be brought for convenience.









#### **SAFETY TIPS**

Delegates re advised to wear their ID Tags for the duration of the meeting.

Visitors are advised to be mindful of their personal safety and belongings wherever they go. All valuables should be properly protected from loss.

Tourists should be wary of unauthorized people who will offer their services as guides.

#### **CREDIT CARD AND CURRENCY**

Major credit cards such as MasterCard, Visa, American Express, Diners Club, and JCB are acceptable at most establishments. There is the Philippine Peso (PHP). Money exchange are located at the airport, in major shopping centers and hotels to facilitate currency exchange.

#### **TIPPING**

Tips are normally ten percent (10%) of the bill, but optional when a service charge is imposed.

#### **TIME DIFFERENCE**

Local Philippine time is Greenwich median time (GMT) plus 800 hours, with no daylight-saving time. There may be time differences with their respective countries and it is suggested that the delegates verify accordingly.

The Philippines uses the 12-hour notation in the most oral or written communication, whether formal or inforaml. A colon (:) is used to separate the hour from the minutes (e.g. 12:30 p.m). The use of the 24-hour notation is normally in airports, military police, and other technical purposes.

#### **BUSINESS AND BANKING HOURS**

Banks are usually open from 900 hours to 1500 hours, Monday to Friday, with automated teller machines (ATM) available 24 hours. Business establishments, such as malls and supermarkets, usually operate from 1000 hours to 21 hours daily.

#### **LANGUAGE**

"Filipino" is the county's national language while "Boholano", a variant of the Cebuano language, is spoken in the island province of Bohol. The English language is widely spoken and extensively used in business transactions and education.



#### **LANGUAGE**

#### **Commonly Used Phrases**

ENGLISH	FILIPINO	BOHOLANO/CEBUANO
How are you?	Kumusta ka?	Kumusta na man ka?
Thank you.	Salamat.	Salamat.
Good bye.	Paalam.	Babay.
I am lost.	Naliligaw ako.	Nasalaag ako.
Good morning.	Magandang umaga.	Maayong buntag.
Good afternoon.	Magandang hapon.	Maayong hapon.
Good evening.	Magandang gabi.	Maayong gabi-i.

#### **COMMUNICATION**

The mobile network frequencies used in the Philippines are 900 and 1800 MHz. These are the frequencies also used in most of mainland Europe, Asia and Africa. For roaming networks, Smart Communications, Inc. and Globe Telecom are available. These networks also carry 3G speeds in certain locations.

Local Philippine SIM Cards will be provided by BAIPHIL as an alternative roaming. Using a Philippine SIM Card will require an unblocked GSM mobile phone with the necessary network frequency bands stated above.

The dialing code for the Philippines is "+63". For calls made outside the Philippines, add "+63" before the area code and local Philippine number to be reached. For calls made from a local Philippine mobile number to another local number, add "0" before the area code of the local number to be reached.



# COMMUNICATION

# Dialing Example

Calling a Mobile Number		
From outside the Philippines	+63 9XX XXX XXXX	
Using a local phone	09XX XXX XXXX	
Calling a Landlline		
From outside the Philippines	+63 2 XXX XXXX	
Using a local mobile phone	02 XXX XXXX	
Using a local landline	XXX XXXX	

# **EMERGENCY NUMBERS**

No.	Organization	Contact No.
1	Panglao Police Station	+63 926 202 7627
2	Panglao Fire Station	+63 38 502 8400
3	Borja Family Clinic	+63 38 411 3303
4	Celestino Galares Memorial Hospital	+63 38 411 4868
5	BAIPHIL	+63 2 8519 2433 +63 2 8853 4457
6	South Palms Resort Panglao	+63 38 502 8288



# COMMUNICATION

# **Globe Prepaid Promos**

PROMO	PRICE / DETAILS	HOW TO REGISTER
GOSAKTO70	PHP 70.00  Data: 1 GB  Validity: 7 Days  SMS (Toyt): UNLL to all notworks	Text GOSAKTO70 to 8080.
	SMS (Text): UNLI to all networks  Call:	
GOSAKTO90	PHP 90.00 Data: 2 GB Validity: 7 Days SMS (Text): UNLI to all networks Call:	Text GOSAKTO90 to 8080.
GOSAKTO120	PHP 120.00 Data: 3 GB Validity: 7 Days SMS (Text): UNLI to all networks Call: UNLI to Globe/TM	Text GOSAKTO120 to 8080.
GOSAKTO140	PHP 140.00 Data: 3 GB Validity: 7 Days SMS (Text): UNLI to all networks Call: UNLI to Globe/TM	Text GOSAKTO140 to 8080.



#### **TOURIST INFORMATION CENTER**

#### **Panglao Municipal Tourism Office**

Ground Level, Municipal Hall Main Building Poblacion, Panglao 6340 Bohol, Philippines

Tel. No.: +63 38 502 8580

Email Address: tourismpanglao@gmail.com

#### **Bohol Tourism Office**

Ground Floor New Provincial Capitol Building, Marapao Street

6300 Tagbilaran City, Bohol, Philippines Phone: +63 38 411 3666 / +63 38 501 9186

Fax: +63 38 411 3666

Website: www.boholtourismph.com

#### Resort Map and Information Guide:

#### I. Resort Facilities

- A Rotunda
- B Drop-off Lobby
- O Dive Shop (Sea Lovers)
- **■** Gift Shop / Kids Activity Area
- Reception
- Oceanica Seafood Restaurant
- GG Green Palm (Conference Area)
- **(H)** Tennis Court / Basketball Court
- Gym and Recreation

- Blue Palm
- Shower and Toilets
- Coast Pool
- M Coast Pool Bar
- N Palm, The Spa
- East Pool Bar
- P East Pool
- Events Center
- Ocast Beach Front (South Palms)

#### II. Property Information

- 9.3 hectares property
- 700 meters of natural white sand beach
- 30 minutes away from Tagbilaran City
- 15 minutes away from Panglao Airport





