

# CEO SUMMIT – PRESENTATION ON FINANCIAL SERVICES



CLUSTER ONE

# CLUSTER ONE MEMBERS

1. Patrick Ocailap – Deputy Secretary to the Treasury, MFPED
2. Stephen Kaboyo – CEO, Alpha Capital
3. Paul Bwiso – CEO, Uganda Securities Exchange (USE)
4. Wilbrod Owor – ED, Uganda Bankers Association
5. James Sebugenyi Mukasa – Senior Partner, Sebalu Lule Advocates
6. Dr. Sarah Ssewanyana – ED, Economic Policy Research Centre
7. Albert Saltson – CEO Standard Chartered Bank
8. Joseph Almeida – MD, Liberty Life Assurance Uganda
9. Fabian Kasi – CEO, Centenary Bank
10. Keith Kalyegira – CEO, CMA
11. Robin Kibuuka – Trustee, CEO Summit
12. Richard Byarugaba – MD, NSSF

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## OBJECTIVE

How useful is this forum?



THIS FORUM CAN BE USEFUL:

Share Knowledge – What is Trending in  
Fintech & Big Data?

Leverage Industry Experience to Learn

Advocacy & Adoption – Information &  
improved confidence for Policy Makers



1.) **From mistrust to collaboration** – Traditional banking is embracing fintech with two hands. Robo-advisors and Apps are new trends in traditional banking

2.) **Unbundling to Rebundling** – Fintech initially created value by attacking niches of traditional banking, today, “all-in-one-market place” services are trending – N26 acquires full banking license

3.) **Going Global** – Fintech’s are increasingly offering their services across borders by leveraging the power of the internet

4.) **Blockchain** – Blockchain is here to stay. We might as well get used to it. Governments are trialing it for voting, health records & taxation

5.) **PSD2** – What happens in Rome, no longer stays in Rome. Second payment services directive breaks monopoly on bank customers’ data. It’s seen as the answer to “hidden fees”

6.) **The Big Tech Boys Want in** – Alibaba via Ten Cent and Amazon via Amazon Payments signal the intent of the big tech companies’ interest in financial services. Amazon already has 33 million users and has intermediated loans of up to USD 1Bn on its platform

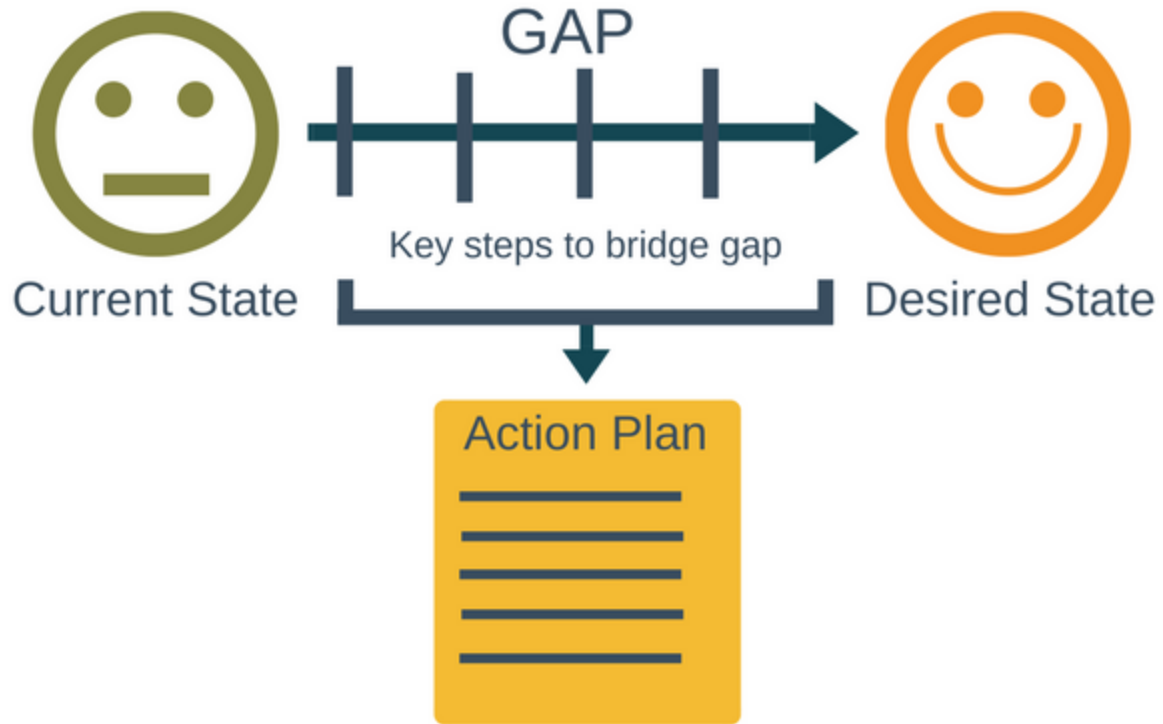
7.) **INSURTECH** – Behaviour, risk management and AI are giving rise to insurance as a service on technology platforms and new pricing models

8.) **REGTECH** – Technology solutions that bring improvements in terms of compliance with financial regulations.

9.) **REGULATION** – This is trending in two ways, countries that are “fighting” things like Blockchain and cloud, and others like Mexico, that are embracing it.

10.) **FINANCIAL INCLUSION** – The mobile phone has become a tool of economic empowerment and this trend is set to gain more momentum

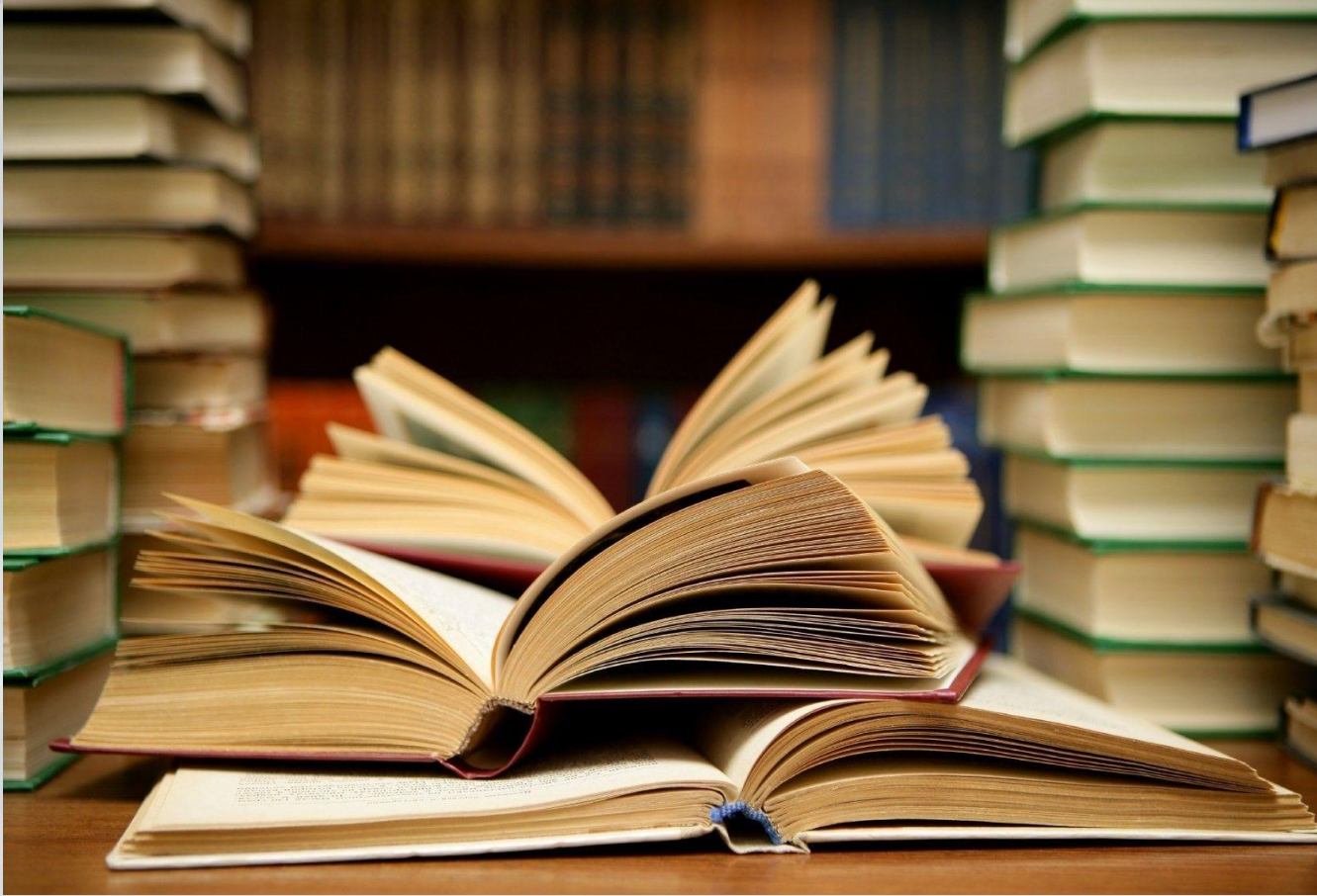
# Gap Analysis



# LEVERAGING INDUSTRY TO LEARN

## Case Studies





## How did Big Data help?

**Processing large volumes of data from an array of sources on a converged platform – decision-making was more informed by the big picture**

BANK AMERICANO (NOT REAL NAME)

A leading financial services company in the USA

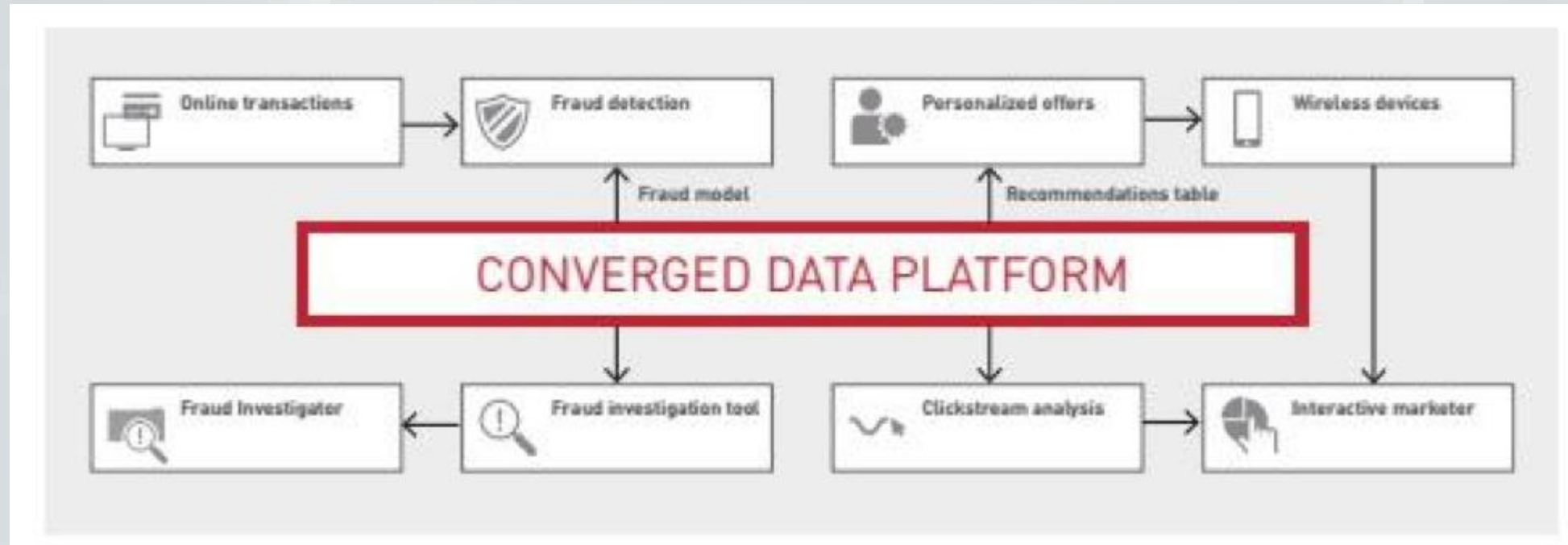
Over 100 million customers with plastic cards

Challenge – traditional database could not be optimized for better customer service and improved risk management

Strategy – Invest in big data infrastructure and use machine learning technology to support decision-making in operations

Results – Company-wide savings of over USD 2B in potential fraud, where previously such frauds would most likely have occurred

## Illustration





**One size does not fit all**

**The market for financial services has become too big and diverse to be served in a traditional manner.**

**Leveraging self-service tools is one of the ways of optimizing big data**

**CREDIT SERVICES STOP (NOT REAL NAME)**

A leading credit reference services institution

Serves over 40,000 corporate customers and over 500 million consumers

Challenge – Improving the capabilities in terms of insight discovery for better decision recommendations to customers

Strategy – Invest in self-service tools that offer market insights directly to customers

Results – Allowed banks to trend delinquency rates and estimate with more accuracy likelihood of defaults

# WHAT YOU TOLD US

Baseline Survey

*Strongly agree*

*Agree*

*Disagree*

*Strongly disagree*



1. Poverty in Uganda persists due to poor execution of Government programs

66% of you neither agree nor disagree

2. Uganda does not have enough investment opportunities

66% of you disagree with this statement

3. The recent move to increase taxes is a very positive move

66% of you disagree with this statement

4. I am satisfied with the regulatory environment for financial services ★

66% of you disagree with this statement

5. Uganda is ready to embrace Crypto-currency

66% of you disagree with this statement

6. I have sufficiently prepared my business to make the most of big data

★ 66% of you agree with this statement

7. FINTECH holds the key to improving financial inclusion in Uganda

66% of you agree with this statement

8. We are investing a lot but not seeing the returns on the economy

66% of you agree with this statement

9. I am very open minded about FINTECH and the opportunities it has for my business

66% of you agree with this statement

10. The recent tax on mobile money will do more harm than good to the payment eco system

100% of you agree strongly



WAY FORWARD



**ARISE, GO FORTH**



**AND CONQUER!**

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## WAY FORWARD

1. **Best Practice** – Can we work with EPRC and Uganda Bankers Association to develop a FINTECH & Big Data Knowledge Centre?
2. **Data-driven Policy**– Can we work with Government and policy-makers in general to develop our big data capabilities such that economic and tax policy can be data and evidence driven in nature?
3. **Promote Innovation**– Can we all commit to put some funding aside to promote innovation in FINTECH, which we all seem to agree will promote financial inclusion?
4. **Tax**– Can we have a non-emotional but frank engagement with Government on recent taxes that impact the growth of FINTECH?

**THANK YOU**