

# DIGITAL WEALTH ASIA FORUM 2019

**Thursday 20th June**  
**Mandarin Oriental – Singapore**

## **Embracing transformation for a brighter future**

What topics will we explore?

- What moves the needle?
- What works?
- What will deliver on the business side?
- What's the business case and uptake?
- Why am I doing this in the first place?
- What's the problem I'm trying to solve?
- How do I then use digital to fix the problem?

Hubbis is delighted to again host our flagship Digital Wealth Management Forum in Singapore, which will be attended by more than 350 CEOs, senior managers, product/fund gatekeepers and business heads across advisory, compliance, technology and other key areas of Asia's wealth management firms.

At a time when financial institutions of all types are re-assessing their strategies and engagement of all kinds of technology – our ambition is to create unique thought-leadership from the most influential participants in the wealth management community.

The agenda is designed to include presentations, workshops, case studies and panel discussions – to look at where the market is at today, the opportunities and challenges it faces, and where it needs to go to move it to the next level.

Its exclusively designed for CEOs, COOs, Tech and Digital decision makers – from the leading international and local Private Banks, Asset Management Companies, Retail Banks, IFAs, Family Offices, Insurance Companies, and Independent Wealth Management Firms.

## **Panel Discussions**

**9.10am - How can you boost efficiency and satisfaction by adopting Digital Wealth Management**

**10.20am - Digital Banking and Wealth Management – what's next?**

**12.15pm - What's the impact of artificial intelligence (AI) and big data analytics?**

**3.30pm - How should you be evaluating FinTech's?**

## **9.10am**

### **Panel discussion**

#### **How can you boost efficiency and satisfaction by adopting Digital Wealth Management**

- What are the most important changes you have seen due to digitalisation?
- How should banks decide what's working? What KPIs should we use?
- What does the platform of tomorrow look like?
- Do we focus on the technology without consideration of whether anyone wants to use it?
- Digital tools provided to RMs for advisory – what has been the Banks' experience on the adoption and value add, and any challenges faced?
- How can we improve the culture of innovation and change within Wealth Managers?
- Is your Bank attractive enough for the new wealth creators and next generation of customers?
- How can you accelerate the path towards digital private banking business models?
- Revenue margins per clients will decline in the future. Is digital a way to stop revenue erosion and are Banks effective at monetising new digital services?
- What is the future role of the RM when banks get digital?
- Accelerating change: how can you overcome the barriers to successful transformation?

## **10.20am**

### **Panel discussion**

#### **Digital Banking and Wealth Management – what's next?**

- What is the client experience that clients are looking for?
- Are traditional wealth managers struggling to keep up with client expectations?
- How will new platforms impact the wealth management space?
- Are FinTech's and Tech Giants threatening our business model?
- Can new disruptor banks be successful? Are they really any different?
- What's next for these digital banks? How will this evolve in Singapore?
- Do people see a positive commercial effect? Will anyone make money and how?
- Is the cost of delivering financial advice and services reduced?
- How will clients transact, monitor portfolios, absorb investment ideas?

## **12.15pm**

### **Panel discussion**

#### **What's the impact of artificial intelligence (AI) and big data analytics?**

- What's the changing face of the customer?
- What innovations could boost value propositions?
- How can AI and Data save money or drive revenue?
- How do you use data in a useful way?
- From raw data to insights: how can banks make the leap?
- Financial modelling, portfolio management and asset allocation: What's the role of AI in the future?

## **3.30pm**

### **Panel discussion**

#### **How should you be evaluating FinTech's?**

- Blockchain - what are the real applications and implications in financial services?
- How can private banks and wealth managers make the most of open APIs?
- How are FinTech companies partnering with larger more established institutions?
- What makes these partnerships work - what both sides are looking to achieve?
- What has emerged from any of the Incubators, Labs and other initiatives?

- How many FinTech solutions do you use?
- Where are you utilizing tech most? Are you building in-house or using third parties?
- What is your digital transformation roadmap?
- Are you on the blockchain?
- Are the way banks currently integrate digital services in their value chain adding value to your clients?
- Is cooperation with FinTech's a smart strategy to enhance our service range?

The agenda addresses some of the challenging issues you face in terms of developing a profitable business that makes sense in today's environment. It is no exaggeration to say that many of the wealth management firms in Asia are struggling to find the correct formula and the appropriate financial and managerial investment commitment to optimise their digital interface externally with their clients and internally with their various teams, from back-end to front-end and everywhere in-between.

There are numerous challenges to creating a compelling client experience, multiple hurdles to enabling internal digital efficiencies and the eyes of the wealth management firms also need to be firmly focused on the regulators, as compliance complexities and demands increase almost daily. The Digital Wealth Forum will go a long way towards identifying many of the challenges, as well as proposing strategies, products and processes to overcome them.

All of these areas, and many more, will be explored in the presentation, workshops and panel discussions during the Forum.

The path to digitisation lies ahead, but sorting out the correct routes and avoiding the dead-ends requires continual analysis, continuous assessment of options and technologies, and a determined patience. What's the potential for non-banks and other start-ups to eat into existing market share of organisations built on a traditional business model supported by RMs and bricks and mortar wrapped around well-known brands that are perceived to be safe?

Challenges are many - including: compliance obligations, creating a compelling client experience, dealing with the data challenge, and essentially being relevant to clients – both the current and next generation.

Catering to different needs and tastes is crucial to be able to provide something relevant and of value to clients.

For those institutions in search of innovation and digitisation for their wealth management business, therefore, they need to carefully consider how they work ever-closer with (the right) fintechs as the former rely on the latter for something interesting and new to offer to clients to service their wealth management needs.

**There are other topics we will discuss:**

- Virtual Banks in Singapore
- What is future for digitized advice?
- What's next for digital in wealth?
- Demystifying all the hype about AI and Blockchain
- What digital trends are we seeing elsewhere?
- Platforms and processes – what's the role of digital?
- What is the client experience supposed to look like today?
- Have we seen any examples of tangible success in digital wealth management?
- How should banks decide what's working? What KPIs should we use?