



**BANKING TRANSFORMATION
AFRICA**

AGENDA

21 – 22 AUGUST 2025

MASLOW HOTEL, SANDTON, JOHANNESBURG, SOUTH AFRICA

Register Now:
www.bankingtransformationafrica.com



BANKING TRANSFORMATION AFRICA

Summit Day One: 21 August 2025

07:45	Registration and Networking
09:00	Chairman Welcome Address <ul style="list-style-type: none">• Welcome from the Chairperson• Setting the stage: The state of digital transformation in the banking sector Kgomotso Motshidi , Chief Executive Officer, The Zora Group
09:10	Keynote Session: Modernisation: The Journey to Digital-First Banking Dr. Thabiso Njongwe , Group Chief Digital Transformation Officer, Absa Group
09:35	Fireside Chat: Harnessing the Power of People to Improve Transformation Success Erin Ferguson Ormond , Chief Human Capital Officer - Technology, Absa Group Moderator: Kgomotso Motshidi , Chief Executive Officer, The Zora Group
10:00	Enabling and Protecting Digital Evolution in Banking, MTN's Role Magatho Mello , Group General Manager: Multinational Accounts, MTN
10:25	Morning Break, Networking, and Exhibition
10:55	Panel Discussion: Leading Digital Change: Building a Culture for Innovation and Agility Subash Sharma , Chief Digital Officer Personal & Private Banking, Absa Group Sisandile Cikido-Nkatu , Head: Digital Product Development, Nedbank Winnie Mulli , Head of Digital for the Emerging Innovation, Nedbank Moderator: Kumaran Selvarajalu , Independent Payments Consultant
11:25	Smarter Decisions, Better Outcomes: The Power of Decision Intelligence Platforms Matthew Bray , Platform SSE, FICO
11:50	Embedding Customer Experience into your Digital Transformation journey Mawande Bokweni , Senior Account Director - Africa, Question Pro
12:15	Lunch Break, Networking, and Exhibition
13:15	Panel Discussion: Disrupting the Norm: Elevating Customer Experience Beyond Apps and Branches <ul style="list-style-type: none">• Understanding the evolving desires of tech-savvy consumers for personalised interactions across mobile, wearables, and digital platforms• Integrating financial wellness tools to empower customers with personalised insights, driving financial health and better engagement• Leveraging AI to anticipate customer needs, personalise interactions, and streamline processes for a frictionless experience• Omnichannel strategies for offering consistent customer experiences across digital, physical, and virtual environments Kgahliso Nonyane , Head of Customer Experience and Retention, Absa Life, Absa Daniel Van der Merwe , Solution Executive - Associate Partner, Fico Moderator: Penny Manyi , Executive Channel Performance: Integrated Channels, Absa Group
13:45	Panel Discussion: The Future of Payments: Real-Time, Cross-Border, and Beyond <ul style="list-style-type: none">• How are real-time payments reshaping banking infrastructure?• What are the regulatory challenges for cross-border payments?• How can banks compete with fintechs in the rapidly evolving payments space?• How are digital wallets and mobile payment platforms changing consumer spending behaviours? Brad Gillis , Head: Payments Rest of Africa, Standard Bank South Africa Kumaran Selvarajalu , Independent Payments Consultant Winnie Mulli , Head of Digital for the Emerging Innovation, Nedbank
14:15	European Regulation Landscape: what is new? Monica Monaco , Managing Director, TrustEuAffairs, Belgium
14:40	Afternoon Break and Networking



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15:10	Fireside Chat: Open Banking and Payments Innovation: Unlocking New Opportunities for Financial Services Steven Valoi , Head: Open and Integrated Payment Systems, Standard Bank Moderator: Alcinda Moezelaar , Head: TTS Sales Enablement, Rand Merchant Bank
15:35	Panel Discussion - Reimagine Payments to Create a Secure, Frictionless Financial Future for Everyone <ul style="list-style-type: none"> • The transformative role of biometrics in enhancing payment security and delivering seamless user experiences • How digital tokens and blockchain are safeguarding financial data and streamlining global payment systems? • Navigating the convergence of super apps, digital wallets, and embedded finance to revolutionise the payment landscape • Global regulatory insights into digital payments, focusing on data privacy, AML compliance, and cross-border payment innovations. Kim Dancey , Director of Regulatory Affairs (Payments), Yoco Nompikazi Majola , Head Payments Interbank and Regulatory, Standard Bank
16:05	Closing Remarks Kgomotso Motshidi , Chief Executive Officer, The Zora Group
16:10	End of Summit Day 1 and Cocktail Drinks






BANKING TRANSFORMATION AFRICA

Summit Day Two: 22 August 2025

07:45	Registration and Networking	
7:00-8:45	Roundtable Breakfast - By Invitation Only	Backbase
09:00	Chairman Welcome Address Pearl Tuling , Manager of Partnerships and Products, Chenosis	
09:10	Transforming Personal Banking Through Intelligent and Inclusive Innovation Lytania Johnson , Chief Executive Officer - FNB Personal Segment, FNB South Africa	
09:35	Panel Discussion: Data-Driven Innovation: Using Analytics to Drive Competitive Advantage in Banking <ul style="list-style-type: none"> • How can data analytics improve decision-making in banks? • How do banks integrate predictive analytics into customer offerings? • What role does real-time data play in improving customer satisfaction? • What are the ethical challenges of using customer data for analytics? Moderator: Esther Munyi , Founder, Charmed by Data Thav Reddy , Group Head Data Privacy, Absa Group Jabu Mashiane , Head of Data Governance, Standard Bank Dr Megan Vercueil , Head: Enterprise Mobility, MTN Group	
10:10	Opening the AI/ML Black Box Bryan McLachlan , EVP EMEA, iTuring.ai	 iTuring.ai
10:35	Morning Break, Networking, and Exhibition	
11:05	Designing a Technology Roadmap for Seamless Digital Transformation Thandi Ntsane , Group Technology Strategy Lead, Group Digital Transformation Office, Absa Group	
11:30	Fireside Chat: Fintech and Bank Collaborations: Unlocking Innovation at Scale <ul style="list-style-type: none"> • What are the success factors for bank-fintech collaborations? • How can banks overcome integration challenges with fintechs? • How can fintech partnerships drive financial inclusion? • How can banks protect proprietary technologies in collaborative efforts? Kumari Janse Van Rensburg , Head of Execution: Group Digital Partnerships, Absa Group Moderator: Pearl Tuling , Manager of Partnerships and Products, Chenosis	
11:55	Fireside Chat: Fintech Spotlight: The Future of Financial Innovation <ul style="list-style-type: none"> • What's next for fintechs, and how can they maintain disruption in the financial industry? • How are fintech innovations reshaping traditional banking models and creating new opportunities? • What role do fintechs play in promoting financial inclusion, and how can they better serve underserved markets? • How are fintech innovations changing customer expectations for personalised, real-time financial solutions? Anine de Kock , Head of Partnerships, Peach Payments Moderator: Pearl Tuling , Manager of Partnerships and Products, Chenosis	
12:20	Fireside Chat: Securing Digital Banking in the Age of AI: Risks, Threats and Innovations Doctor Ngobeni , Information Security Officer, Standard Bank South Africa Moderator: Kgomoitso Motshidi , Chief Executive Officer, The Zora Group	
12:45	Fireside Chat: Building a Cyber-Resilient Banking Institution: Lessons from Industry Leaders Adele Jones , Lead Architect: Cybersecurity and Blockchain, Nedbank Moderator: Kgomoitso Motshidi , Chief Executive Officer, The Zora Group	
13:15	Closing Remarks Pearl Tuling , Manager of Partnerships and Products, Chenosis	
13:20	End of Summit, Farewell Lunch, and Networking	

Delegate Registration

Registrations are open at www.bankingtransformationafrica.com

Registration	Super Early Bird	Early Bird (From 1 June 2025)	Standard Rate (From 15 July 2025)
 BTA Summit	R7 999	R8 999	R9 999

About the host

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