

8:50

## Opening address COMMON PROGRAM - GENERAL SESSIONS

Moderator: David Birch, Director of Innovation, Consult Hyperion

9:00

### Session 1/ Keynotes:

- KEYNOTES by **Susanne Steidl, CPO, Wirecard**  
Susan Grossman, EVP, Retail and Commerce solutions, **Mastercard Advisors**

### C-Level Club discussion on Merchant Payments Ecosystem in 2020

- Key success factors for Acquirers, Processors and PSP's
- Industry changing to meet the expectations & requirements to be more relevant for digitally enabled customers
- Perspectives on tomorrow's payments landscape
- PSD2 and GDPR - Set to change the payments industry forever
- Tech giants battle for payments

Osama Bedier, Founder & CEO, **Poynt**  
Raymundo Leefmans, CEO & Co-Founder, **Dimebox**  
Amy Parsons, SVP, Global Acceptance and CX, **Discover Global Network**  
Silvia Mensdorff-Pouilly, General Manager Europe, Processors & Networks, **ACI Worldwide**  
Niklaus Santschi, CEO, **BS PAYONE**

10:40

## Networking Break

11:25

### Session 2/ Keynotes:

- KEYNOTES by **Nigel Dean, Marketing Director, Spire Payments**  
June Felix, President Europe, **Verifone**  
Julian Sawyer, Chief Operating Officer, **Starling Bank**

### C-Level Club discussion: Innovative Payment Technologies creating magical moments for customers

- How Innovative payment technologies are impacting your business? How to utilise these technologies to create seamless customer journey?
- Interoperability, API's and Open Platforms, IoT, AI, Machine learning, Data science and Cloud, VR & AR

Suzan Kereere, Head, Global Merchant Client Group, **VISA**  
Seamus Smith, EVP Global Payments & Banking, **Sage & CEO, Sage Pay**  
Gijs op de Weegh, COO, **Payvision**  
Ronnie d'Arienzo, Chief Sales Officer, **PPRO Group**  
Richard Harris, SVP International Sales, **Feedzai**

13:05

## Lunch

13:55

### PAYMENT ECOSYSTEM TRACK

Moderator:  
Ron van Wezel, Senior analyst, Aite Group

#### Session 3: Acquiring in a consolidated market

- Business strategies - Acquiring, Processing and PSP's
- PSP's expanding into acquirer services
- Local vs. Cross border
- Centralised acquiring & pre-acquiring, retailer centralized payment platforms
- Pan EU acquiring - Business rules changes
- PSD2, XS2A as accelerator for European acquiring business
- CMA, APIs & PSD2: The knowns and the unknowns

Sebastien Slim, Head of Marketing and Innovation, HPS  
Roger Niederer, Managing Director, SIX Payment Services  
Gijsbert van der Poel, Head of Card Acquiring, Raiffeisen Bank International  
Marie Costers, General Manager, Open Test Solutions, FIS  
Andreas Melan, Head of IKEA Group Payments, IKEA Group

### CHECKOUT & CONVERSION TRACK

Moderator:  
David Parker, CEO, Polymath Consulting

#### Session 3: E&M commerce trends driving innovation

- E-commerce & M-commerce payments changing industries in the world are constantly in a state of flux. But what drives this surge of innovation in the market? How do we continue to be innovative in the future?
- Technology driving e-commerce and m-commerce boom - IoT, AI, Data Science, Machine learning
- Mobile & APPs, Social messaging and payments, Chatbots, one-click payments, contextual & voice commerce, in-app payments

James Butland, Head of Payments EU, Airwallex  
Ivan Glazachev, CEO, Yandex.Money  
Dagmara Kowatzky, Vice President Business Development Europe, Mastercard Payment Gateway Services  
Urs Gubser, Head eCommerce Strategy & Projects, SIX Payment Services  
Matti Rusila, Development Manager, OP Financial Group/Pivo Wallet

### NEXTGENPOS TRACK

Moderator: Geoffrey Barraclough, Head of Proposition, EVO Payments International

#### Session 3: The Omnichannel Recipe

- Multiple payment acceptance & omnichannel
- Integrated Cross-Channel Payments Infrastructure
- POS-As-A-Service
- Omnichannel - EASIER, FASTER & MOBILE retailing
- Omnichannel vs. blended commerce

Ralf Gladis, CEO, Computop  
Fabian Mansfeld, Senior Director, Sixt SE  
Craig Borrett, Head of Product Management, 3C Payment  
Dimitri Gugunava, VP Banking & Acquiring, SumUp  
Bart Willems, Director, EMEA Region, Discover Global Network  
Quintin Stephen, Principal Product Manager, ACI Worldwide

### MERCHANT-2-MERCHANT FORUM

Moderator:  
Paul Rodgers, Chairman, Vendorcom

#### M2M FORUM 1:

Merchant-2-merchant forum is dedicated to merchant audience only. With workshop style, interactive approach; delegates will gain great insight into the options available and the variety of approaches in dealing with the challenges of the payments piece of a merchant's business – whether in-store, online or across any other the emerging channels and interfaces.

- Customer Retention vs Payment processes (Customer journey, Loyalty, Facilitating CX processes in / retailer case studies)
  - Lessons learned while scaling payments globally
  - Personalization with Big Data
- Tomasz Pieta, Senior UX Designer, Booking.com  
Etienne Martin, Product Manager, Lyst  
Pascal Volz, Managing Director of fischerAppelt, performance, fischerAppelt

15:30

## Networking Break

## 15:30 Networking Break

16:30

### Session 4: State of the industry - Consolidation, Mergers & Acquisitions

- Acquiring 2.0: Build or Buy?
- The wave of consolidations/takeovers in acquiring
- Post-acquisition challenges and Integrated Partner Management
- The economics of acquiring

Kai-Christian Claus, Partner & Managing Director, EY Innovalue  
 Edward Strycharczuk, General Manager, Evo Payments Int. Czech Rep. & Poland  
 Andrea Dunlop, CEO Acquiring & Card Solutions, Paysafe Group  
 Markus Hövekamp, VP, General Manager of Germany, Spain, Portugal & Italy, Verifone  
 Vincent Roland, EVP Head of Worldline Merchant Services, Worldline  
 Marcus Mosen, CEO, Concardis

### Session 4: Marketplaces - business opportunities

- Business models which can have a significant impact on the operation, relationships and compliance implications for the marketplace
- Key issues in seller onboarding
- How does PSD2 impact marketplaces?
- Challenges connected with optimising buyer payments at checkout
- Delivering fast and convenient pay-outs
- How can marketplaces address payment split and payment flow management
- Challenges marketplaces face in proactive fraud management

John Snoek, VP Product, Acapture  
 Faheem Bakshi, Head of Payments, Kinguin  
 Theodore Hettich, Chief Sales Officer, Fruugo

### Session 4: Creating magical experiences for customer

- Changing shopping behavior and the demand for new shopping experiences
- Virtual and Augmented Reality creating more magical experiences for customer
- The use IoT - How to take advantage of IoT's transformative potential in retail, what impact will it have on CX?
- Finding the balance between technology and CX
- Future stores check-in vs. check-out experience

Thordur Heidar Thorarinnsson, Co-Founder & CFO, Handpoint  
 Nicholas Armstrong Dryden, CEO, Sthaler  
 Adrian Gregory Lui, Strategic Partner Manager, Google  
 Daniel Nicolescu, Managing Partner & Co-Founder, SymphoPay  
 Michael Lovelock, Senior Manager, Merchant Acceptance, Discover Global Network

### M2M FORUM 2:

Continuing in with workshop style lessons learned dedicated to merchant audience only. Expect best industry practices and lessons learned, hands-on, skill based learning and problem solving.  
 + Interactive Panel discussion with speakers on challenges merchants face in payment acceptance World.

- PAYtech: Trending technologies dominating changing consumer behaviour
- Payments in the customer journey and its impact on the customer experience

Michael Luck, Consultant, Xentian Limited  
 Catherine McCabe, CEO, Proximity Insight

### SPECIAL PANEL : Challenges of bringing talent across sectors

Exploring the real shift in how the FinTech/Payment sector is approaching talent and building a culture that enables innovation.

Moderator: Michel Mulder, Sr. Account Executive Benelux & DACH, UL Transaction Security  
 Axelle Sznajder, Partner, Head of FinTech Europe, Egon Zehnder  
 Rogier Rouppe van der Voort, Commercial Director, Payments & Cards Network  
 Camille Laupman, Partner, PaymentGenes  
 Neill Butcher, CEO & Founder, Headcount

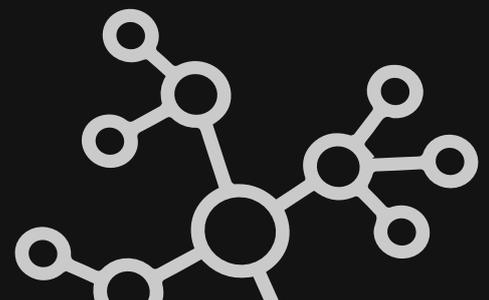
## 18:00 Closing address

## 18:10 Networking reception



Enjoy the reception and experience MPE exclusive networking that gives you the opportunity to meet new partners and share your ideas with other attendees.

All participants are cordially invited



8:50

## PAYMENT ECOSYSTEM TRACK

Moderator: Ghela Boskovich, Head of Fintech & Regtech, Startupbootcamp

### Session 1: Instant, mobile & alternative payment acceptance

- Instant and mobile payments commercial opportunities
- SEPA Instant Payments
- Mobile as a Platform: Business Models
- Flavours of Open Platforms and APIs for instant payments
- Instant vs. NFC
- Instant payments: What does it mean for compliance?

Dag-Inge Flatraaker, Chairman of the Mobile Channel Working Group & member of the Executive Board, European Payments Council  
 Max Geerling, Executive Adviser e-Payments, Dutch Payments Association  
 Jean Philippe Joliveau, Product Manager, SIA  
 Dean Wallace, Solution Practice Lead, Immediate Payments, ACI Worldwide  
 Max van Riel, Head of Payconiq Germany, Payconiq

## CHECKOUT & CONVERSION TRACK

Moderator: Kebbie Sebastian, Managing Director, Penser

### Session 1: New approaches in fraud detection & prevention

- Security roadmap for next generation of payments
- Optimization: CX, conversion and fraud
- Fraud pattern recognition using artificial intelligence & machine learning
- Lying to Sell – How deceptive marketing impacts your portfolio
- New SCA requirements under PSD2

Jeremy King, International Director, PCI Security Standards  
 Dirk Mayer, Senior Consultant Fraud Prevention, Risk Ident  
 Christian Chmiel, CEO, Web Shield  
 Martin Sweeney, CEO, Ravelin  
 James O'Toole, Co-Founder & CEO, ID-Pal

## NEXTGENPOS TRACK

Moderator: Eric de Putter, Managing Partner, Payment Redesign Limited

### Session 1: Cloud, Smart & Next generation POS

- Utilising Cloud for Next generation POS
- Android and iOS platform / PIN ON GLASS
- The move from traditional terminal to tablets (SW and HW)
- APPs changing the mPOS ecosystem / Powerful open platforms capable of running third party APPs

Eric de Putter, Managing Partner, Payment Redesign Limited  
 Nigel Dean, Marketing Director, Spire Payments  
 Mathias Plank, Founder & CEO, KACHING  
 Michal Prazny, Director, Payment Solutions, AEVI  
 Prashant Sharma, Global lead for Point of Sale (POS) and Point of Interaction (POI), Mastercard

## FESTIVAL OF ONLINE PAYMENTS

Moderator: Mélisande Mual, Managing Director, Publisher, The Paypers

### Session 1: International Merchants/PART A

- Merchants representatives providing an overview of most popular online payment methods for different online merchant categories; key drivers of customer and merchant adoption
- Number and volume of transactions, user base, cost of acceptance, user experience, fraud, risk, security challenges
- Fashion, Airline, Travel, International Retail, Entertainment, Online travel agencies, Marketplaces

Konstantin Surkov, Global Payments - EMEA, Netflix  
 Adam Bowman, Director of Partner Sales, Trustly  
 Felix Koehler, Business Development Manager, Google  
 Orcun Akca, CEO, enaviga

10:20

## Networking Break

11:10

### Session 2: The FinTech revolution

- The state of flux: Fintech landscape
- Collaboration & partnership: FinTech, RegTech
- Entrepreneurship and Investing
- Opportunities and challenges for FinTech startups
- Partnership with FinTechs, Talent management: Digital and cultural changes as an innovation driver for traditional payment providers

Ghela Boskovich, Head of Fintech & Regtech Partnerships, Startupbootcamp FinTech  
 Aurimas Bakas, Co-founder, WoraPay  
 Don Ginsel, Founder & CEO, Holland Fintech  
 Eliad Saporta, Managing Director, Coriunder  
 Steve Emezc, CCO, AI Collect

### Session 2: Cross-border e-commerce expansion

- Best practice approaches to creating a holistic plan to overcome legal and regulatory fragmentation in a global market
- Operational models and cross-border payments optimisation
- Interoperability, API's, Open Platform, PSD2

Ronnie d'Arienzo, Chief Sales Officer, PPRO Group  
 Ryan O'Kane, Director, eCommerce Product Strategy, Global Payments  
 Christophe Bourbier, Chairman & Co-founder, Limonetik  
 Jens Bader, Co-Founder & Chief Commercial Officer, MIR Limited / MuchBetter.com

### Session 2: AI & Machine learning in practice

- Using machine learning and artificial intelligence to drive sales & make accurate, compliant decisions.
- AI-powered personalised approach
- Limitless applications of ML in retail: Product pricing optimisation, sales and customer service forecasting, precise ad targeting, website content customisation, prospect segmentation
- Combining AI & ML with virtual reality, apps like coupon aggregators and deal finders with real human expertise to benefit both retailer and customer

Richard Harris, SVP International Sales, Feedzai  
 Ergi Sener, CEO, Bonbon Technology  
 Jane Jee, CEO, Komplii-Global Limited

### Session 2: International Merchants/PART B

- Solution provider point-of-view on most popular online payment methods for different online merchant categories; key drivers of customer and merchant adoption
- Number and volume of transactions, user base, cost of acceptance, user experience, fraud, risk, security challenges
- Instant payments, carrier billing, schemes and more....

Martin Koppel, CEO & Co-Founder, Fortumo  
 Piotr Kurczewski, CEO, DialCom24  
 Gustavo Ruiz Moya, CEO, SafetyPay

12:30

## Lunch

### COMMON PROGRAM - GENERAL SESSIONS

Moderator: Neira Jones FBCS, MSc, Advisory Board, Emerging Payments Association

13:20

### INNOVATION CORNER COMPETITION

A selection of 5 innovative start-ups will compete in dragon's den style competition showcasing ground-breaking ideas improving merchant payments. Winner of the MPE innovation award will be announced at the prestigious MPE Awards and proclaimed "Best Start-up Innovation".

Shortlisted Start-ups:



14:20

### Session 3/ Keynotes:

- KEYNOTES by Jason Gardner, Founder, CEO, **Marqeta, Inc.**  
 Vincent Roland, Executive Vice President Head of Worldline Merchant Services, **Worldline**  
 TBC, **CyberSource**

15:20

## Networking Break

## 15:20 Networking Break

16:20

### Session 4: Regulations in 2018

- RegTech Landscape: Regulations, Risk & Compliance
- PSD2: What to expect in 2018? How to negotiate the 'fuzzy zone' between PSD2 coming into force and the regulatory technical standards?
- PSD2: impact on CX
- The importance of consumer behaviour in the success of PSD2
- How PSPs are preparing for PSD2, TPP opportunities for PSPs & their roles
- Post interchange regulatory period - the state of centralised acquiring
- Interchange fee caps unintended consequences
- Fintechs and Regtechs: Risks, rewards
- How to be AML and GDPR compliant?

Iddo De Jong, Senior Expert, **European Central Bank**

Andrea Dunlop, CEO Acquiring & Card Solutions, **Paysafe Group**

Carolyn Sweeney, Director of Business Development, **The Chargeback Company**

Marijke Koninckx, Product Marketing Manager, **BPC Banking technologies**

Axel Schaefer, Advisor - Payments, **IKEA Group**

John Basquill, Editor, **PaymentsCompliance**

18:00

**Closing address**

20:00

## MPE Awards Ceremony & Gala Dinner



All participants are cordially invited!

Sponsored by:

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GLOBAL NETWORK



8:55

### PAYMENT ECOSYSTEM TRACK

Moderator:  
Gary Munro, Principal Consultant, Consult Hyperion

#### Session 1: Digital Shopping Journey and Loyalty

- Eliminating the friction in the consumer journey
- Encouraging shopper loyalty through payment experience; Digital loyalty on the rise
- Areas of friction that need to be addressed to improve the customer journey and decrease shopping cart abandonment rates

Michael Rouse, Chief Commercial Officer, Klarna  
Krzysztof Klimczak, Co-Founder & CEO, ZenCard  
Akif Khan, Head of PointsPay, Loylogic  
Felix Huber, Head of Northern Europe, Stripe  
Miguel Mateus, Co-founder & Co-CEO, Izicap

### CHECKOUT & CONVERSION TRACK

Moderator:  
Ashok Misra, Business Program Manager, Microsoft

#### Session 1: New approaches in fraud detection & prevention...continued

- Biometrics & IoT for fraud prevention
- Fraud trends in merchant payments: Account takeover, Chargeback mitigation strategies
- Friendly fraud, Global vs. local fraud,
- Mobile and mCommerce fraud
- Customer authentication & verification: 3D Secure 2.0, two/multi-factor & risk based authentication

Joshua Bower-Saul, CEO, Cybertonica  
Kate Owen, VP, Northern Europe, Digital Element  
Keith Briscoe, Chief Marketing Officer, Ethoca  
Mike Yeardeley, Senior Director, Product Strategy, Threatmetrix

### NEXTGENPOS TRACK

Moderator:  
Janusz Diemko, CEO, Polskie ePłatności

#### Session 1: Mobile wallets & NFC

- P2P wallets: WeChat Pay, Alipay, PayTM - Lessons learned from Asia
- Digital Wallet Landscape: The race of Apple Pay, Samsung Pay and Android Pay
- New wave of NFC: Impact of tap-n-pay technology on spending habits and retailers
- NRFC tag reading: Apple joins the NFC party
- Wearables
- Retailer branded wallets, Apps, in-app & invisible payments

Ulf Geismar, Director, Edgar, Dunn & Company  
Michael Rolph, CPO & Co-founder, Yoyo Wallet  
Jason Oxman, CEO, Electronic Transactions Association  
Andrey Makarov, Director Financial Services Marketing Department, MTS Group

## 10:30 Networking Break

11:30

### Session 2: Payments industry in times of major regulation implementations

- European acquiring & payments channel strategy and eCommerce
- CMA, APIs & PSD2: The knowns and the unknowns
- New solutions and ideas created on behalf of PSD2

Nathan SooHoo, Corporate Development & Strategic Partnerships, Trulioo  
Wei Zhihong, International Market Director and General Manager of Europe Branch, UnionPay International  
Sascha Kruesi, Co-Founder, customweb Ltd.

### Session 2: Blockchain and Cryptocurrencies

- Distributed ledgers: From proof-of-concept to real-world adoption
- The role of open source software in blockchain
- Cryptocurrencies and Tokens - the value concept and use cases

Meinhard Benn, Founder, SatoshiPay  
Robert Wiecko, Head of Project Management at Dash Core Team, Dash  
Christoph Hering, Co-Founder & CEO, Payger  
Jochen Siegert, COO, Traxpay

### Session 2: Monetising NextGenPOS

- Monetizing NextGenPOS: POS as a Service, Data, VAS and beyond
- NexGenPOS: Implications and Opportunities for POS Providers and Merchants
- Services at POS to provide new commercial value
- Point of sale finance - why it's vital for today's consumers

Sean Wilson, Vice President, Global Payments & Banking Partnerships, Sage  
Reinhard Martens, CFO/COO, Co-Founder, Gastrofix  
Christer Holloman, CEO and Co-founder, Divido  
Andy Chen, CEO, Weorder

## 12:50 Lunch

13:50

### COMMON PROGRAM - CLOSING SESSIONS

- Conference outcomes - Strategic discussions

Nigel Dean, Marketing Director, **Spire Payments**  
Markus Hövekamp, Vice President, General Manager of Germany, Spain, Portugal & Italy, **Verifone**  
Jan Lettow, Senior Associate, **EY Innovalue Management Advisors**

## 15:00 End of MPE 2018