



PRESENTS

CARD & DIGITAL BANKING EMERGING TREND



Background	Traditionally banking activities related with cards & E-banking products are considered to be head office functions as a result training on such products is limited to staffs of IT Department of Card & E-Banking. On the other hand staffs at branches who are directly responsible for showing the product at the customers, selling them and support customers when they face problems are deprived of such training. The training provides sample opportunity to the staffs at branches specifically staff handling Customer Service Desk and Operation In charge of the cards department, to acquire in depth knowledge of cards and e banking Products
Content	<ul style="list-style-type: none"> • Digital Banking Products : Cards, Mobile Banking, Internet Banking, QR payment, Contactless Cards, Wallets, Mobile Payments • Regulatory Provisions & Requirements • Risk associated with cards & digital banking and it's mitigating tools
Target Audience	Supervisors/Officers of Card, eBanking, IT, Audit, Risk
Level	Mid
Date	19th May 2018, 9:30am to 5:00pm

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Course Contents

Program delivery	Lecture, Discussion/interaction, case-studies
Facilitator/s	<p>Mr. Suresh Raj Maharjan Mr. Maharjan, Head – Business Support and Payment Solutions of Siddhartha Bank Ltd, is associated with Card Payment Business since last 2 decades. Has worked since early days of payment card business in Nepalese banking sector and have had practical experience in managing different types of card products through legacy system to present systems. Has lead projects on Visa Debit Card Issuance, ATM transactions acquiring, POS transactions acquiring, Prepaid card management and co-branded card management. Possesses expertise in reconciliation and dispute management.</p> <p>Mr. Anish Tamrakar Mr. Tamrakar a former CEO at Nepal Electronic Payment Systems Ltd. (NEPS), currently works at Kumari Bank Ltd as Chief Digital Banking. He has more than 19 years of experience in implementation of Cards System in different organizations like Nabil Bank, Nepal Investment Bank, Rastriya Banijya Bank, Sunrise Bank and Smart Choice Technologies.</p>

Sessions	Topic
Session 1 9:30am- 11:00am	<ul style="list-style-type: none"> Introduction Cards & Digital Banking Products - I
11:00am to 11:15am	Tea Break
Session 2 11:15am - 12:45pm	<ul style="list-style-type: none"> Regulatory Provisions & Requirements - II
12:45pm to 1:30pm	Lunch Break
Session 3 1:30pm - 3:00pm	<ul style="list-style-type: none"> Emerging Payment Technologies
3:00pm to 3:15pm	Tea Break
Session 4 3:15pm - 5:00pm	<ul style="list-style-type: none"> Risk and Mitigating Tools