



PRESENTS

DIGITAL BANKING AND EMERGING TRENDS

Level (Low/Mid/Senior/High)	Mid
Duration (in Days)	1 days
Target Audience	Supervisor Level Staff directly involved in processing of Cards, Mobile Banking, eBanking, POS, ATM; Staff of control departments such as Operations Risk, Compliance and Internal Audit
Program Takeaways	Overview of Cards, POS, ATM and Payment Gateway Fees and Charges Dispute Management New emerging trends in Retail Payments (NFC/Contactless, QR, Tokenization) Risk and mitigating measures Important regulatory provisions



NATIONAL BANKING INSTITUTE LTD.

Central Plaza, 6th Floor, Narayanchour, Naxal, Kathmandu, Nepal.
T : 977-1-4415903/905, 4436001 • F: 977-1-4441351
info@nbi.com.np • www.nbi.com.np

Course Outline

Contents	General overview of Card, POS, ATM and Payment Gateway Settlement and Reconciliation POS Acquiring Challenges and Benefits
	Visa Fees and Charges, Interchange Fees, Revenue Streams
	Dispute management – Reasons, Finding and Solutions Fraud detection and prevention
	Mobile payments, QR payments, NFC/Contactless, Tokenization
	Important regulatory provisions Risk and risk mitigating measures
Program delivery	Lecture, Discussion/interaction, case-studies
	Flash back with objective type questions with 5 questions each during the session in regular interval to gain concentration of the participants.
Date and Time	8th June 2019 (8:30 am to 3:45 pm)
Facilitator/s	<p>Details of Facilitator/s</p> <p>Suresh Raj Maharjan, Head Business Support and Payment Solutions of Siddhartha Bank Ltd. has exposure in Card Payment Business for 20 years. Card Issuance, ATM/POS transactions acquiring, EMV issuing and acquiring projects and possesses expertise in reconciliation and dispute management.</p> <p>Anish Tamrakar, Head of Digital Banking of Kumari Bank Ltd. has exposure in Card Payment Business for 20 years. He has in depth knowledge of payment technology and has lead NEPS as CEO from its inception. He has very good command in financial switch, card management system, Certification and processing processes of Visa and MasterCard.</p>

Time	Sessions
8:30am to 10:00am	(Session I)
10:00am to 10:15am	Tea Break (15 minutes)
10:15am to 11:45pm	(Session II)
11:45pm to 12:30pm	Lunch Break (45 minutes)
12:30pm to 2:00pm	(session III)
2:00pm to 2:15pm	Tea Break (15 minutes)
2:15pm to 3:45pm	(Session IV)

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