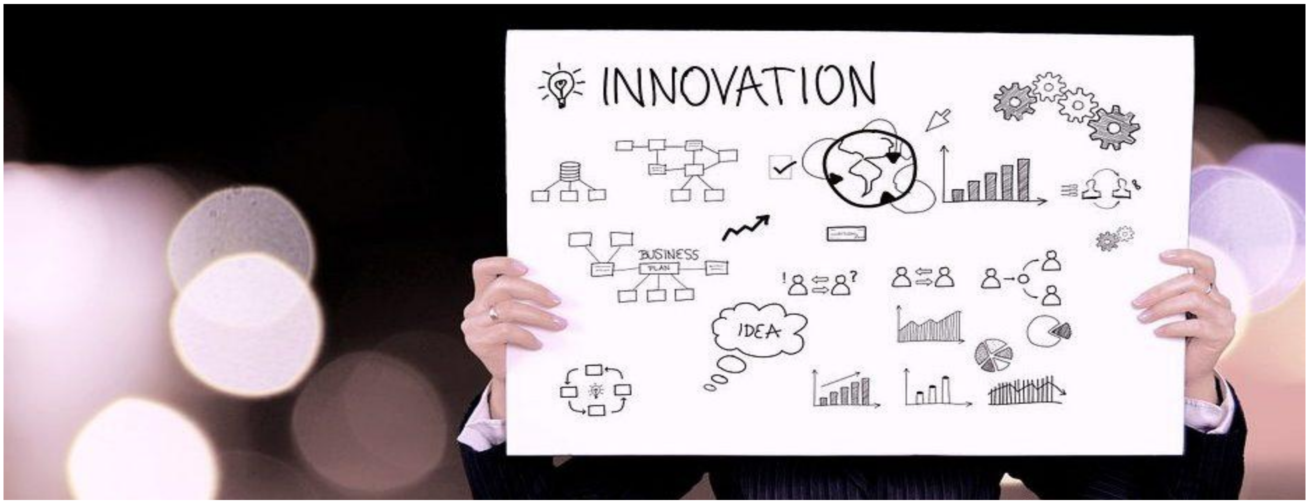
Title of the program: *"Shifting Banking Behavior – Products to Wealth Management & Experience"*



Background	With change in technology and access of banking products, bank should act more as wealth advisor and less as product carrier. This program intends to coach on first principle design of banking rather than iteration and replication of existing practices.
Level (Low/Mid/Senior/High)	**Mid/Senior**
Duration (in Days)	1 Day
Program Date	1st June 2019 (9:00 am to 4:45 pm)
Program Venue	NBI Hall, Naxal, Kathmandu
Target Audience	Relationship Managers of Consumer as well as Corporate Banking (Branch Managers, Head of Transactional Banking, Head of Consumer Banking, Product Managers, Chief Finance Officers)
Program Delivery	Discussion/ Interaction
Facilitator/s	Nirajan Kandel DCEO Reliance Life Insurance Ltd.

Program Session Plan

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NATIONAL BANKING INSTITUTE
"The Banking Academy Of Nepal"

Program Itinerary:

Time	Details
9:00	Registration and Introduction
9:30 - 11:00	Session I: - Getting acquainted with WM principles - The changing landscape - what clients want - Evolving Need based approach to wealth - Technology as an enabler
11:00-11:15	Tea Break (15 minutes)
11:15-1:00	Session II: - Acquisition cost as white elephant for banks - Changing behavior of Millennials - they still need banking but may not need bank - Changing client landscape - Building AUM rather than deposit or loan
	Aligning Business
1:00 to 2:00	Lunch Break
2:00- 3:30	Session III: - Evolving a client centric approach - Bridging the Gap - The Service Expectation Gap - Channels servicing the landscape
3:30-3:45	Tea Break (15 minutes)
3:45-4:45	Session IV: - Wealth Management - the cause - Product to Experience - Technology at the heart of WM

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