

Organized By

The future event™

PANEL DISCUSSION: MAINTAINING A POSITIVE CUSTOMER EXP

MODERATOR

PANELISTS

# COLLECTIONS & RECOVERY

SUMMIT MIDDLE EAST

## Digital-First Strategy In A Fast-Changing Landscape

# POST EVENT REPORT

14<sup>TH</sup>- 15<sup>TH</sup> MARCH, 2023

CROWNE PLAZA, DUBAI

## ORGANIZER'S NOTE

Dear Guest,

On behalf of The Future Events, we would like to thank you for attending the debut edition of Collections & Recovery Summit – Middle East 2023, hosted on 14th & 15th March at the Crowne Plaza, Dubai.

In the Middle East, debt collection is more complicated than anywhere else in the world (with Saudi Arabia and the UAE topping the charts for tough debt collection). This is down to several factors, such as antiquated payment terms, out-dated court practices, and needlessly complicated insolvency regulations.

Slow payment is a cultural norm and commercial practice: - Companies' cash flows are impacted by usual long terms - Religious holidays slow down the economy of the entire region.

The Debt collections business is primed for even greater transformation in 2022 -23, which should come as no surprise. The latest modification to Reg F, lenders' digital-first strategy to engaging with consumers, and the improving economy are all going to make things more difficult for third-party collectors. Changes in customer behaviour and the termination of industry-specific moratoriums are exacerbating the situation.

Recovery and Collections Summit - Middle East is the First and Only Large-Scale Conference & Exhibition bringing together 600+ top Industry experts from KSA, UAE, Oman, Kuwait, Qatar, Bahrain & Egypt to discuss the latest technology and digital transformation strategies to overcome challenges and empower organizations to be future ready,

strengthening operations, increasing productivity, and improving customer experience in the Debt & Loan Collections, Subscriptions & Renewals and Credit systems. Join the talks and showcase your solution to the right pool of attendees in the Collections space and connect with most potential decision makers from top organizations from the MENA region.

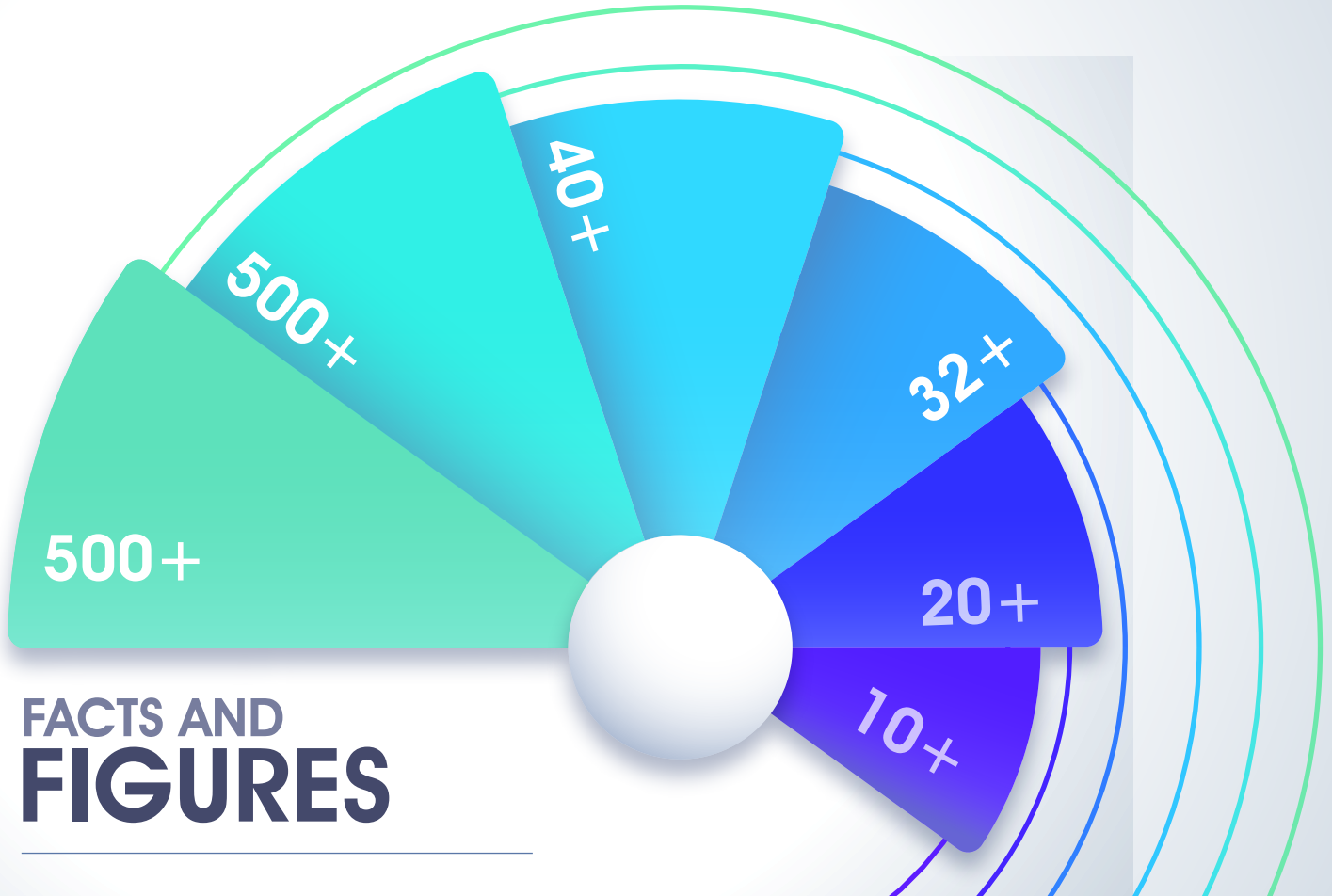
We hope this initiative offered you the opportunity to fully maximize your learning potential and encourage you to take advantage of the extended networking opportunities, question & answer sessions, interactive panel discussions and in-depth presentations.

We would also like to take this opportunity to thank our Partners for their association and support to make this event a great success. We hope that you are inspired and enjoyed the conference. We look forward to meeting you again in the future.

Best Regards,

**The future event**<sup>TM</sup>

# ATTENDEES

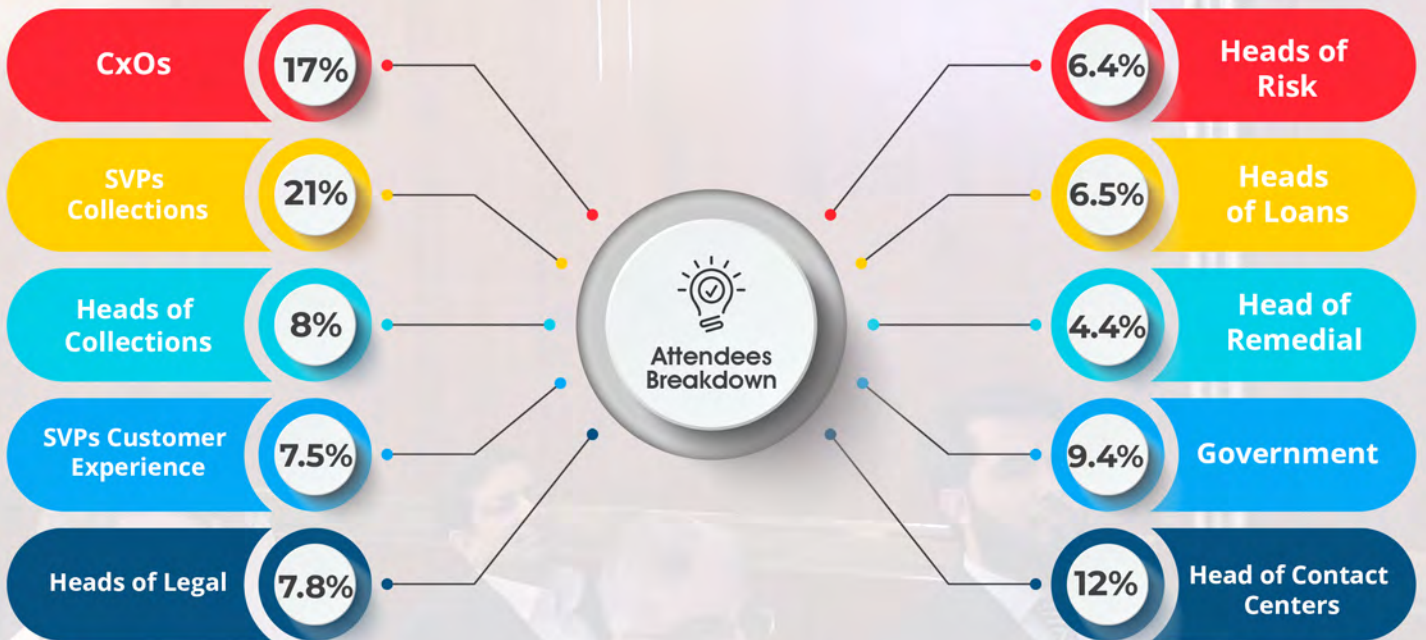


## FACTS AND FIGURES

- Exhibition Stalls- 10+
- Solution Providers- 20+
- Media Partner- 32+
- Speakers- 40+
- 1:1 Meetings- 500+
- Attendees- 500+



# Attendees Breakdown



# All Speakers



**TAMÁS ERNI**

CEO at Loxon



**MOHAMED AL ZAMIL**

Chief Operating Officer  
at Reem Finance



**KHADIJA AL HAMMADY**

Executive Vice President &  
Head - PB Collections & Recovery  
at RAKBANK



**MAI MOMANI**

Head of Client Experience  
at Invest Bank P.S.C.



**FATEN ELAZHARY**

Head of Group Customer Support  
at Kamal Osman Jamjoom Group LLC



**LINOY KIDD**

CIO at HSBC Bank Middle East



**ABDULLAH ALAWI**

Credit Control & Receivable Director  
at MedGulf



**SANKET SHIRVAIKAR**

Director - Senior Managing  
Consultant at Mastercard



**MAHMOUD IBRAHIM**

Head of Transaction Banking  
& Escrow - Wholesale Banking  
at Ajman Bank



# ◀◀ All Speakers



**NIRVANA SEDEEQ**

Partner at RAALC



**HARISH B. PARMAR**

Founder at SingleDebt



**KHANIF PATEL**

Senior Business Consultant at EXUS



**SANJAYA DE SILVA**

Managing Director  
at XGEN Group (Pvt) Ltd



**ISRAA ABDULLA**

Head of Corporate at RAALC



**AHMED KHBEER**

Managing Partner & Group CEO  
at Tafaseel Group



**MOHAMMED JADHER**

Chief Operating Officer  
at Tamweel Aloula



**DARRYL D'SOUZA**

Senior Vice President – Credit  
at Aafaq Islamic Finance



**KAUSHIK KADAYAM**

COO - Wealth Management  
AME and UAE  
at Standard Chartered Bank



# ◀◀ All Speakers



**SAMER AL-HAJJAR**  
Senior Manager-Collections  
at Boubyan Bank



**TAHER ALAGHA**  
Head of Credit Control, Risk  
Infrastructure at Doha Bank - Qatar



**WASSIM FARRAGE**  
Head of Collections  
at Al Ahli Bank of Kuwait



**HASSAN AL FAREED**  
Assistant Vice president ( Collections )  
at Al Hamra group



**RICARDO CAMPOS**  
CEO at ITSREDIT



**FREDERIK BISBJERG**  
Senior advisor and expert,  
Digital Transformation / Head of  
MENA at The Digital Insurer



**BRIJESH CHEDAYAN**  
CEO at Beveron Technologies



**JAI MULANI**  
CEO at IBT



**SHRAVANTI SHARMA**  
Head - Credit Control at Choithrams



**Ayman Al Wadi**  
Group Executive Chairman  
at AW HOLDING INT'L





## SOME ATTENDING COMPANIES

Ajman Bank  
Tafaseel Group  
Invest Bank P.S.C.  
Kamal Osman Jamjoom Group  
LLC  
HSBC Bank Middle East  
RAKBANK  
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MedGulf  
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ITSCREDIT  
Loxon  
Aafaq Islamic Finance PSC  
Taurus Collections  
The Digital Insurer  
Standard Chartered Bank  
Boubyan bank  
Doha Bank - Qatar  
Ahli Bank of Kuwait  
Deyaar Development PJSC  
Tamweel Aloula  
RAALC  
Kuwait Petroleum Corporation

Al Hamra group  
American Express  
GMG  
Integrated Logistics  
T. Choitrams & Sons  
Foodics  
Mashreq Bank  
Damac  
Beehive P2P Limited  
Majid Al Futtaim  
RAQMIYAT  
Invest Bank  
United Bank Manager  
Blue Master Cleaning Services  
DulSCO  
Moody's Analytics  
InDebted  
Fuel Collection Co.  
Taswia Debt Collection  
Al Masraf  
Xylem Middle East & Türkiye  
Finneva Holdings Limited  
Sirius Capital  
LEKSH ME Consulting Services ( FZE)  
Genesys



# EVENT PHOTOS



# EVENT PHOTOS



# EVENT PHOTOS



# EVENT PHOTOS



# EVENT PHOTOS





# TESTIMONIAL



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## Olivér Szócei

(Head of Marketing at Loxon Solutions)

We are having an incredible time at the event. The 1:1 meetings that you organized, were incredibly valuable and helped us to further understand the needs and requirements of our clients in this region. Great work by the organizers for such a successful event!



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## Ayman Al Wadi

(Group Executive Chairman at AW HOLDING INT'L)

“On a personal level, I enjoyed the conversations that we had and on a professional level, I enjoyed your company. Congratulations to the Future Event team for organising such a successful event!”



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## Samer Al-Hajjar

(Senior Manager-Collections at Boubyan Bank)

“Thank you very much for organizing such interesting and useful and exceptional collection summit, furthermore, thank you for inviting me to be a moderator it was really a nice challenging experience. Additionally, the Future Event team was extremely helpful and friendly, the event was well organized from all aspects.”

LOXON



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# About The Future Event Media & Productions:

The Future Event Media and Productions is a leader in event productions, product launches, exchange programs and bespoke private events.

With decades of experiences in client acquisition we work hand in hand with our partners to deliver some of the most influential and impactful conferences and exhibitions around the globe. We specialize in B2B Introductions between solution providers and seekers. The Future event aims bridge the gap in the MICE and events Industry by bringing forward the latest the market has to offer. Join us today to connect with your target audience, explore the latest markets trends and network with quality.

**For more information, please visit: <https://thefuture-event.com>**

## Upcoming Events



15th - 16th June 2023

The Leela Ambience Gurugram Hotel & Residences

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## Contact Us To Participate

### For Sponsorship & Exhibition

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**Thank You!**

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