

Organized By

**The future event**

# COLLECTIONS & RECOVERY

SUMMIT INDIA

Digital-first Strategy In a  
Fast-changing Landscape

# POST EVENT REPORT

7th - 8th August 2024

The Leela  
Mumbai, India

 [www.india.collectionsummit.com](http://www.india.collectionsummit.com)



# ORGANIZER'S NOTE

Dear Attendees,

2nd edition : Collections & Recovery Summit India 2024  
Concludes with Record Participation and Industry-Changing

As we embark on this exciting journey of knowledge sharing, networking, and innovation, We at the Future event would like to extend our heartfelt gratitude to all those who have made this event possible.

Our deepest thanks go to our sponsors for their unwavering support and generosity. Your contributions have been instrumental in bringing this summit to life. Your commitment to excellence and innovation in the collections and recovery industry is truly inspiring, and we are honored to have you as our partners.

To our esteemed partners, thank you for your collaboration and dedication. Your expertise and resources have significantly enriched the quality of this summit. We are grateful for your partnership and look forward to continuing our journey together towards mutual success.

A special thank you to our distinguished speakers for sharing their invaluable insights and expertise. Your willingness to contribute your time and knowledge is what makes this summit a platform for learning and growth. Your thought-provoking presentations and discussions will undoubtedly leave a lasting impact on all of us.

Finally, to all our attendees, thank you for being here. Your enthusiasm and eagerness to engage in this summit are what drive us to deliver our best. We hope you find the sessions enlightening and the networking opportunities fruitful.

Together, let's make the Collections & Recovery Summit India 2024 a memorable and impactful event.

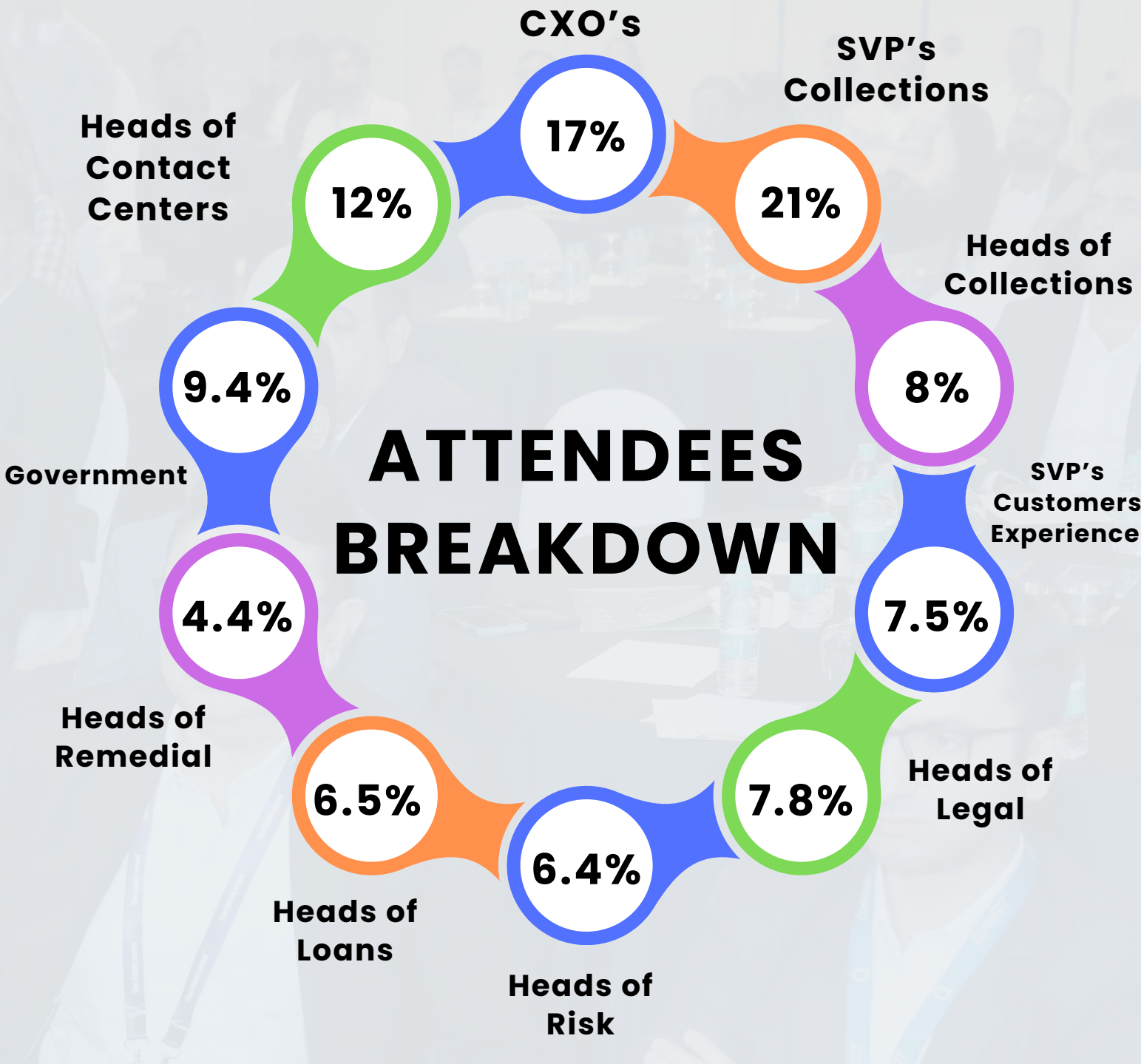
Warm regards,

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



- Exhibition Stalls- 14+
- Solution Providers- 20+
- Media Partner- 32+
- Speakers- 55+
- 1:1 Meetings- 500+
- Attendees- 500+

# ATTENDEES



# ALL SPEAKERS



**Muralidhar Sripathi**

Chief Operating Officer Retail Business at TVS Credit Services Ltd.



**Jasmeet Singh**

Chief Risk Officer (CRO) at Reliance General Insurance



**Gaurav Pruthi**

Chief Collection Officer at Bajaj Housing Finance Ltd.



**Rajaram Manian B**

Chief Risk Officer at Tyger Capital



**Aditya Goenka**

Chief Compliance Officer and Head Legal - YES Securities (India) Ltd



**Ajay Sahasrabuddhe**

Chief Revenue Officer at Hero Fincorp Ltd.



**Ashish Lakhtakia**

Chief Legal & Compliance Officer and Company Secretary Future Generali India Insurance Company Limited



**Karthikeyan Ramaswamy**

Chief Collections Officer at Poonawalla Fincorp



**Maninder Singh Uppal**

Senior Vice President- Collections & Legal at Axio



**Rupesh Goel**

Managing Director, Head of Credit India at Silicon Valley Bank



**Uthaman Bakthikrishnan**

Executive Vice President at ClearTouch



**Kiran Komatla**

Group Chief Technology Officer at Restaurant Brand Asia



**Rishabh Goel**

Co-Founder & CEO of Credgenics



**Shashwat Sikka**

Co-Founder at Provakil



**Mauli Agarwal**

Chief Compliance Officer | Company Secretary at IIFL



**Subhra Datta**

Head - Risk and Analytics at Tata Motors Finance

# ALL SPEAKERS



**Sougata Pandey**

Vice President and Head –  
Fraud Risk Management &  
Data Governance



**Himanshu Bhattacharjee**

Business Head – Home Loans |  
Head – Debt Management at Jio  
Finance Limited



**Sourabh Shahare**

Head of Legal CSB Bank  
Limited



**Rounak Shah**

Partner – Financial Services –  
Risk & Regulatory Consulting



**Gunjan Modgi**

Head Of Collections and Fraud  
Control – Senior Vice President  
at DMI Finance Private Limited



**Satya Prakash  
Shaw**

Chief Financial officer at  
Mahindra MSTC Recycling Pvt.  
Ltd.



**Jagannadha Rao S**

Head of Legal at Bandhan  
Bank



**Suresh Pisipati**

Vice President Head  
Persistence & Customer  
Retention



**Anis Pathan**

Chief Risk Officer at Chaitanya  
Micro Finance



**Ashish Jain**

Head –Strategy / Receivables  
Management at Bank of  
Baroda



**Vikram Sarkar**

Head Collection Mortgage &  
SEB(Small Enterprise Business)  
Aditya Birla Finance Limited



**Pankaj Verma**

Head of Credit at Mahindra  
Rural Housing Finance Ltd



**Vishal Diwan**

SENIOR HEAD – LEGAL at Bajaj  
Housing Finance Limited



**Girish Patnaik**

Head Receivables  
Management Risk at Bank of  
Baroda



**Mahendra Bindra**

Vice President – Customer  
Experience at Unity Small  
Finance Bank



**Ravi Mehra**

Founder & CEO at OTOBIDS

# ALL SPEAKERS



**Mittal Dalal**

National Head–Call Center Collection at U GRO Capital



**Smit Shah**

Chief Risk Officer (CRO) ECL Finance at Edelweiss Financial Services Limited



**Sandeep Mishra**

Chief Distribution Officer – Proprietary at Aditya Birla Sun Life Insurance



**Saurabh Srivastava**

Chief Risk Officer at Unity Small Finance Bank



**Ruqsana Nuruddin**

Director – Head of Consumer Lending at Tech India Barclays



**Ashish Dhedhi**

Vice President – Central Collections Unit at HDB Financial Services Ltd.



**Dwijal Dave**

Collections EVP & Head of Collections at Ambit Finvest



**Akshay Shah**

Head – Risk Containment Unit at Muthoot Finance limited



**Debjyoti Datta**

Senior Vice President & National Collections Head at HDFC Bank



**Dinesh Dhanuka**

Head – Strategies and Initiatives at IDFC FIRST Bank



**Dilip Dumbhare**

Executive Vice President & Head Credit Audit at RBL Bank



**Maneesh Tiwari**

Senior Assistant Vice President at Mahindra Finance



**Sameer Karekatte**

Chief Legal and Compliance Officer at Zuno General Insurance Limited



**Ravinder Singh**

Managing Director at SVC Bank



**Chandan Chintu**

Deputy Vice President at Kotak811



**Siddarth Padmanabhan**

Co-Founder and Chief Business Officer at Neowise Technologies Pvt

# ALL SPEAKERS



**Rahim Khan**

General Manager Collection & Credit Management at Mahindra Holidays & Resorts India Limited



**Kunal Kathpal**

Chief Risk Officer at Hinduja Leyland Finance



**Kritika Sethi**

Co-Founder at WeVaad



**Muppuri Naveen Kumar**

Head Legal Operations at TVS Credit



**Divyanshu Verma**

AVP - Sales at Rezo.AI



**Sachin Hans**

Head of Collections at BharatPe



**Ashok Kumar Ojha**

Chief Collection Officer at TVS Credit Services Ltd.



**Ritesh Srivastava**

Founder & CEO at Freed



**Sudhir Thakur**

Chief Business Officer at Conneqt



**Vivek Dubey**

Sr. Vice President-Legal & Compliance at Coverfox Insurance





# SOME OF THE ATTENDING COMPANIES

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- Karur Vysya Bank
- CSB Bank Ltd
- Tata Motors Finance
- Jio Financial Services Ltd
- Muthoot Housing Finance Company Limited
- Indifi Technologies pvt limited
- Deutsche Bank
- RBL Bank
- JP Morgan Chase
- IDBI Bank
- Edelweiss Life Insurance
- Mahindra & Mahindra Finance
- IIFL finance
- Edelweiss Life Insurance Pvt. Ltd.
- L&T Finance
- Moneyboxx Finance
- BHFL
- Deutsche Bank
- One Point One Solutions Ltd (Non-Member)
- Indiafirst Life Insurance Co Ltd
- Shriram Housing Finance Ltd
- Tata Motors Finance Ltd
- Tyger Capital Pvt Ltd.
- Auxilo Finserve Private Limited
- Julius Baer Capital
- Barclays
- Mahindra Finance
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- Cartrade exchange
- Aditya Birla finance
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- iConnect Info Solutions Pvt Ltd
- Orix Leasing and Financial Services India Limited
- Aye Finance Pvt Ltd
- LTF
- Coverfox Insurance Broking
- Muthoot Group
- Flipkart
- Ambit Finvest Private Limited
- Fino Payments Bank Ltd
- The Federal BankBandhan Bank Ltd
- Bank of Baroda
- Equitas Small Finance Bank
- SiCreva capital services pvt Ltd
- Goldman Sachs
- Adroit Inspections Services Pvt Ltd
- Shriram Automall
- CarTradeExchange
- Shriram Automall
- The Talking Monk - Business Consulting
- FatakPay Digital Pvt Ltd
- CSB Bank Limited

# EVENT GALLERY







# TESTIMONIALS



## Vishal Diwan

Head Legal at Bajaj Housing Finance Limited



Great event to meet top leaders in the Collections Space and to help us tailor make strategies and best practices .



## Ruqsana Nuruddin

Director Head of Consumer Lending Tech at Barclays



It was such an inspiring experience to discuss lending & collections with group of experts in India ! The Future Event Media & Productions Jamal Alturaby Amby K Payal Guin Thank you for having me to deliver this keynote & being part of this amazing group of people. You guys have done an amazing job ! It was extremely well organised and knowledge based & a thought provoking event.



## Girish Patnaik

Head Receivables Management Risk at Bank of Baroda



Thanks so much for all the coordination and a wonderful event. Really had good time to see industry leaders share their expertise. It's my pleasure and I will give all support for a grand event next year.

# TESTIMONIALS



## Sougata Pandey



Vice President and Head-Fraud Risk Management & Data Governance at Edelweiss Life Insurance

Thank you to The Future Event entire team for hosting the great event. More power to you for your future engagements.



## Rahim Khan



General Manager Collection & Credit Management at Mahindra Holidays & Resorts

I want to express my sincere appreciation for your incredible efforts in organizing and inviting me to participate in the panel discussion on weaving collections and recovery into business strategy. Your dedication truly made a difference and is highly appreciated.

A special thanks to Jamal Alturaby, Rishav Saha, and Amisha Khurana for their valuable contributions.

I'd like to extend my deepest gratitude to Ambreen for her exceptional contribution, outstanding support, and unwavering commitment. Her efforts added immense value to the event and did not go unnoticed.

My heartfelt thanks to the entire team at The Future Event Media & Productions for their outstanding support and hard work in making this event a grand success.

It was an absolute pleasure connecting with you all, and I'm inspired by the energy and insights shared. Let's stay connected and continue to build on this momentum.



## Siddarth Padmanabhan



Co-Founder and Chief Business Officer at Neowise Technologies Pvt

Absolutely Fantastic event and really honoured to have been a part of this panel with all of you, thank you once again for having me, look forward to staying in touch.

# TESTIMONIALS



## Sachin Hans



Head of Collections at Bharatpe

Thanks for a wonderful event and an opportunity to network with so many members from the fraternity. Had a wonderful interactive sync up with Ex-colleagues and friends from Collections/Risk Fraternity. Big shout out to The Future Event Media & Productions Jamal Alturaby and Amby Khatoon for organising this summit.



## Aditya Goenka



Chief Compliance & Legal Officer - YES Securities (India) Limited

It is a pleasure to be a part of the Panel Discussion on " Ensuring Data Security and Privacy in Debt Collection: Safeguarding Sensitive Customer Information to Maintain Industry Integrity." organised by with several industry experts and leaders.

I extend my deepest gratitude to my fellow panel members for their invaluable contributions to our engaging and fruitful discussion, and would like to thank the Organizer for a very well organized event.

The event not only provided me with some great perspectives on the subject but also involved industry acknowledgment for the journey so far. it is a pleasure and honour to be a part of such an amazing event.



## Kritika Sethi



Co-Founder at WeVaad

The event was very well organized.. We have received many 1:1 meetings with top CXO's that were tremendously fruitful. We look forward to being with you next year and the years to come. Many thanks to the Future Event team.

# TESTIMONIALS



## Rupesh Goel



Managing Director at SVB Bank

Thrilled to share that I had the honor of delivering the keynote address at Collection & Recovery Summit 2024 at Mumbai! It was an incredible opportunity to share insights on the Evolution and Future Insights of this amazing and important sector of the financial ecosystem, with a passionate and engaged audience.

Thank you to everyone who attended and contributed to the lively discussions. Special thanks to Jamal Alturaby, The Future Event Media & Productions, Payal Guin, Amby K, for inviting me and organizing a great event.

Looking forward to continuing the conversation and driving innovation



## Kalimullah Ansari



Senior Accounts Manager at Atradius Collections

Delighted to have attended the Collections and Recovery India Summit, where we had the opportunity to interact with MDs and CEOs of Indian banks and NBFCs. We delved deep into their challenges related to debt recovery, especially considering the vast geography of India.

It was enlightening to learn how companies are leveraging AI and Machine Learning to streamline collection activities and overcome these challenges. The summit provided a comprehensive understanding of the recovery challenges in Tier 1, 2, and 3 cities.

The insights gained from this summit underscore the potential of AI and ML in enhancing reach and efficiency in collections and recovery. Looking forward to implementing these learnings in our future endeavours.

Thank You The Future Event Media & Productions for a unique event well executed.



## Vivek Dubey



Compliance Officer & Sr. Vice President- Legal & Compliance at Coverfox Insurance

Thank you so much The Future Event Media & Productions for organizing such an insightful event



# TESTIMONIALS



We received an overwhelming response on Day 1 as several leaders from top BFSI organizations dropped by to get a sneak peek of Dista Sales, our field force management software. Thank you for the Future Event for a great event.



## Roby Tomy

Inside Sales Representative at Vymo



Kudos to Future Group for organizing an impactful event at The Leela Palace, Mumbai, bringing together leaders in debt recovery and risk management. This initiative created a valuable platform for industry experts to exchange best practices, discuss future trends, and explore the role of technology in enhancing collections efficiency. Having tech partners like Vymo present was especially beneficial, as it allowed us to engage with key stakeholders, gain insights into their priorities, and explore potential synergies with various accounts.

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