



PRESS RELEASE

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Tech innovation aims to solve growth challenge at Self-Service Banking Asia 2019

Self-Service Banking Asia returns to Thailand on 3rd and 4th April 2019. RBR's flagship Asian conference will explore how the rapid growth in demand for banking services is being addressed with innovative new technology. Presentations will cover the latest developments in cloud-based ATMs, cash recycling and integration of mobile, as well as the ongoing challenges of financial inclusion and rural access to cash

Thailand and southeast Asian countries face unique challenges

With large unbanked populations and often vast geographic areas as well as island communities, banks in Thailand and southeast Asia face challenges when it comes to financial inclusion and ensuring access to cash. Despite these challenges, economic development combined with government initiatives are creating ever greater demand for banking services.

At the same time as expanding their estates, banks are taking advantage of the latest technological advances to meet this increasing demand. ATM solutions are becoming more innovative, with banks experimenting with recycling, multivendor software and omnichannel integration, for example, in order to maximise the full potential of the ATM.

2019 marks the second time this conference has been held in Thailand; *Self-Service Banking Asia 2019* builds on the success of RBR's other Asian conferences, in Jakarta, Manila, Beijing and Mumbai. RBR's Managing Director, Dominic Hirsch, comments: *"Self-Service Banking Asia is the leading conference of its kind in the region, and presents a unique opportunity for local and regional banks and industry stakeholders in the region to gather and learn about the latest industry trends and solutions. With slowing growth in India and China, attention is now increasingly focused on southeast Asia"*.

Speaker agenda centred on local and international bank case studies

Several leading regional banks will share their experiences at the conference, including GSB, TMB Bank, DBS Bank, Bank Muamalat, Maybank and PBCOM, while experts from Bank of Thailand and Ernst & Young will provide thought-provoking industry perspectives. Further learning opportunities come from the extended networking breaks and a dedicated exhibition area, which will showcase the latest self-service technology from leading international suppliers*.

Self-service banking in Thailand

Thailand is one of the largest ATM markets in southeast Asia, and is still growing. But the size of the market is just one of the characteristics which makes Thailand an attractive location.

- **Access to banking services:** Thailand has a relatively high level of financial inclusion compared to its southeast Asian neighbours; however, providing physical access to banking services remains a challenge for Thai banks, partly as a result of the number of remote islands. Expanding into rural areas and ensuring customers have access to branches and ATMs is a driving force for Thai banks.
- **Innovation:** Thailand is one of the region's oldest ATM markets, and Thai banks are becoming increasingly adventurous with their strategies, pushing the boundaries of ATM functionality. Technology such as automated deposit, recycling, cardless transactions and QR codes is increasingly common, highlighting the considerable potential for the channel.
- **Fintech:** The government and the central bank, the Bank of Thailand (BOT) are spearheading a movement to make Thailand the region's fintech hub. BOT has undertaken several measures to attract fintech companies, including the creation of a fintech regulatory sandbox, introducing the National e-Payment Master Plan to encourage cashless payments, and authorising banks to offer QR code payments.

Bank delegates in Asia have a powerful desire to learn

Self-Service Banking Asia attracts over 350 delegates from southeast Asia and beyond. Amanda Hardy, Conference Manager, reflected on the event's atmosphere: *"RBR's Asian conferences generate a real buzz – banks flock from all over the region and are enthusiastic about the chance to learn"*. She continued, *"Exhibition booths are selling quickly, but if any companies would like to get involved they should contact me as soon as possible, and we will do our best to accommodate them. No one should miss out!"*



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To find out what the future holds for ATMs in Asia, don't miss *Self-Service Banking Asia 2019*. For more information, please visit www.rbrlondon.com/ssba.

* *Exhibitors include:* Abloy, Brink's, bvk, dormakaba, Emerico, ESQ, Evolis, Glory, KAL ATM Software, REINER, Renovite Technologies, Sargent and Greenleaf and TMD Security.

Notes to editors

To find out more about *Self-Service Banking Asia 2019*, please email Amanda Hardy (amanda.hardy@rbrlondon.com) or call +44 1284 702575.

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