



PRESS RELEASE

London, 28th February 2019

Self-Service Banking Europe 2019 focuses on how traditional banks must develop their digital strategies to compete with new entrants

On 21st and 22nd May 2019, over 500 senior bank executives and industry experts will gather in London to discover how pioneering banks are using self-service and digital banking technology to succeed in an increasingly competitive environment

One-click culture has heightened customer expectations

The role of the internet, in particular smartphones, has significantly impacted consumer behaviour across all sectors. An abundance of remote self-service options has given bank customers the luxury of being able to transact as and when they choose. However, many banks still operate a siloed model and the smooth transition between channels is often lacking, as is meaningful engagement with customers.

As new entrants such as Starling Bank and Atom disrupt the market with more flexible online options, traditional banks need to digitise their offerings. It is vital banks provide a seamless transfer across different channels in order to offer the best customer experience possible. RBR's Managing Director, Dominic Hirsch, comments: *"It's critical that retail banks focus on their self-service and digital strategies so they don't fall behind these new players. Bank customers are becoming ever more discerning and demand instant service at the click of a button"*.

Diverse mix of international banks share their expertise

Self-Service Banking Europe 2019 brings together over 500 banks, payment providers, hardware and software suppliers and other key players to discuss best practices for extending digital offerings and refining self-service strategies. Topics on the agenda include mobile and cloud banking, artificial intelligence, new payment types, customer experience, contactless technology and digital transformation.

RBR events are well known for featuring high-quality speaker programmes with a wide variety of international speakers, and *Self-Service Banking 2019* is no exception. Highlights include keynotes from Starling Bank's co-founder and the Deputy Governor of the Swedish National Bank, as well as a dedicated fintech showcase featuring some of the latest technological innovations that disruptive start-ups are bringing into the mix.

The agenda features exciting case studies from banks across the globe, including Wells Fargo (USA), Barclays (UK), KBC Group (Belgium), Isbank (Turkey), Bank Millennium (Poland), Sharjah Islamic Bank (UAE) and Privredna banka Zagreb (Croatia).

Leading suppliers showcase state-of-the-art solutions

Self-Service Banking Europe 2019 provides the ideal opportunity to exchange ideas with industry peers, and explore the latest self-service and digital banking solutions in a dedicated exhibition hall. The event attracts a wide-range of exhibitors, including cloud-native payment experts, change management specialists, ATM hardware and software providers, banking security firms, card schemes and networks*.

For more information on how to get involved in *Self-Service Banking Europe 2019* as a speaker, exhibitor, sponsor or delegate, please visit www.rbrlondon.com/ssbe #SSBE19.

* *Exhibitors and sponsors include:* AF International, Cennox, equensWorldline, Euronet, Evolis, EVRY, FIS, Fiserv, KAL ATM Software, Mobias, NCR, NoteMachine, Renovite and TMD Security



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Notes to editors

To find out more about *Self-Service Banking Europe 2019*, please email Emily Camara (emily.camara@rbrlondon.com) or call +44 74 2800 3995.

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