

How Technology is Revolutionising the Financial Services Industry

Chia Hock Lai



Agenda

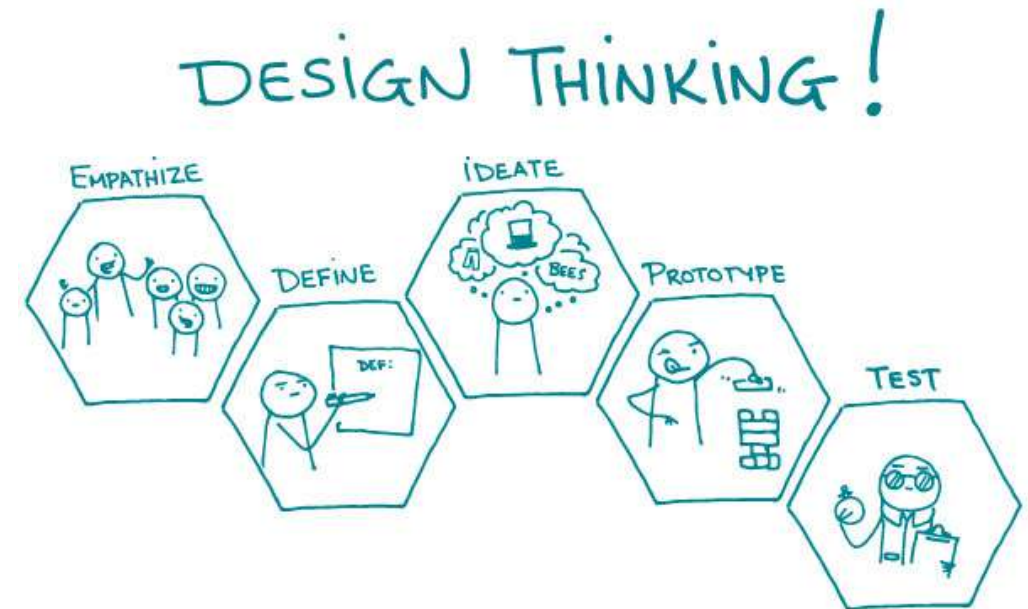
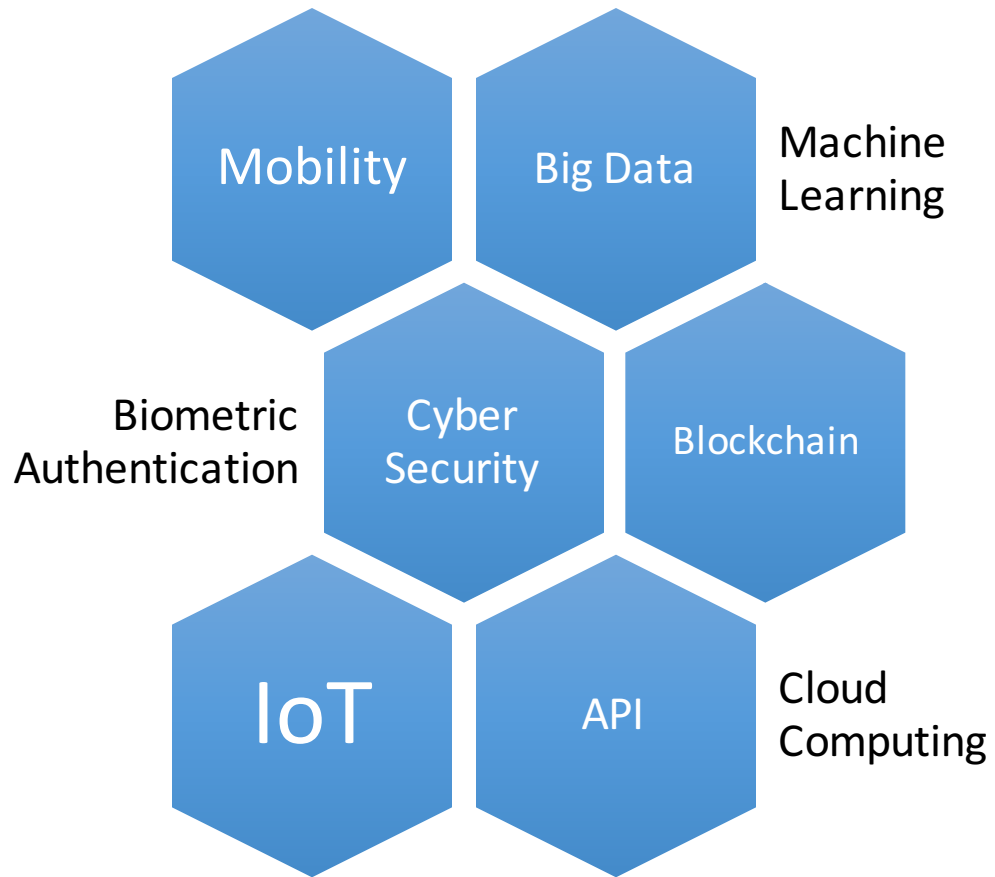
- What is FinTech
- What are the Key Technologies
- Financial Services Revolutionised
 - Customer Service
 - Operations
 - Wealth Management
 - Capital Markets
 - Banking
 - Payments
 - Insurance
- Emerging Trends
- Q&A

What is FinTech

- The use of technology to improve the delivery of financial services and products to consumers and businesses



Key technologies



Customer Service

Chatbots



Operations

AI Underwriting

AI Claims Assessment



Wealth
Management

Robo-advisors

Social Trading



Capital Markets

Crowdfunding



Banking

API



Internet Banking

Username

user

Password



Login


Payments

CASH-LESS



Insurance

Usage-based
IoT



Emerging Trends

Blockchain

Quantum
Computing



Q&A