



WOMEN in payments

SYM
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TIUM

EMEA
2024



EMEA 2024

APRIL 29-30, 2024

DAY 1: APRIL 29

GET FUTURE READY NOW



1:30 - 2:00PM

REGISTRATION

FOYER AREA



2:00 - 2:15PM

WELCOME & OPENING
REMARKS

GRAND HALL
(UPPER GROUND FLOOR)



KRISTY DUNCAN
*Founder & CEO
Women in Payments*



JULIA STREETS
*Founder & CEO
Streets Consulting
& Host of DiverCity
Podcast*



2:30 - 3:30PM

J.P. MORGAN
SPONSORED SESSION

CORNWALL SUITE
(SECOND FLOOR)

LEADERSHIP UNPLUGGED: A PERSONAL JOURNEY

This session delves into what it takes to navigate the ever-changing landscape of today's job scene. We'll discuss personal journeys, offering insights on how to showcase your strengths and create the right team around you. We'll kick off the discussion with authentic insights into what makes a leader tick. From mastering communication and thinking on your feet, to staying cool under pressure, we'll cover it all. We're not going to shy away from what it takes to truly succeed. Drawing on personal experiences and industry secrets, we'll share practical tips for breaking barriers and confidently owning your seat at the table. Plus, we'll chat about why having a mix of voices, backgrounds, and ideas is the secret sauce for a successful organization.

This session will offer straightforward advice on developing a leader's mindset, bouncing back from setbacks, and transforming your quirks into strengths. And of course, we'll talk about the invaluable impact of making allies across the organization through networking, mentorship, and sponsorship to propel your career. If you're ready for an interactive discussion about leadership in today's workplaces with a shifting mindset on diversity, this session is for you. Let's have some fun and help get you going on your own adventure.



MODERATOR

NAN EDWARDS
*Global Head
of Influencer &
Engagement
Marketing
J.P. Morgan Payments*

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@WomeninPayments #WomeninPayments #WIPEMEA2024

WIFI Network: Women in Payments | Password: April2024!

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2:30 - 3:30 PM

MASTERCARD SPONSORED SESSION

CROWN SUITE (SECOND FLOOR)

SPOTLIGHT ON WOMEN'S HEALTH IN THE WORKPLACE

Our wellbeing drives our decision-making and thinking, yet too often takes a back seat. Menopause is one example of women's health that we tend not to talk about, yet it affects most women in their lifetime, and with a growing number of mid-life women in the workforce, it's imperative employers are equipped with the knowledge and tools to support employees through the transition. Join us to discuss how employers can raise awareness of women's health and lift the stigma associated with it, and the benefits to employees, employers and the economy as whole.



SHARON BALL
SVP
People & Capability
Mastercard



JENNIFER RADEMAKER
Chief Future of Work
Officer
Mastercard



ALMUDENA SEVILLA
Professor of
Economic &
Social Policy
LSE



2:30 - 3:30 PM

BREAK-OUT SESSION

EDINBURGH SUITE (FIRST FLOOR)

OVERCOMING THE HIDDEN BARRIERS HOLDING WOMEN'S CAREERS BACK

Gender-diverse companies are 25% more likely to achieve higher profitability yet businesses struggle to retain women. Reproductive health is often overlooked in the workplace, and it has a profound impact on many women's careers. From periods, to babies, to menopause, women face unspoken barriers that have left even the most successful women struggling at work. This workshop is a frank and honest look at why reproductive health should be a key part of a DEI strategy and how we can dismantle these barriers to create tangible change for women.



SOPHIE CREESE
Co-Founder
MotherBoard
& HeyFlow



3:30 - 4:00 PM

NETWORKING BREAK

FOYER AREA



4:00 - 5:00 PM

BARCLAYCARD PAYMENTS SPONSORED SESSION

CORNWALL SUITE (SECOND FLOOR)

GET FUTURE READY... WHAT'S ON THE AGENDA FOR RETAIL?

The world of retail is changing: bricks and mortar versus e-commerce, and ways to pay versus the cost of payments. Technological advances mean that consumers expect a seamless experience, and retailers need to be ready. In this session, we'll be sharing some insights and thought stimulus, then asking you to leverage your industry expertise to bring to life a high street retailer of the future. What will these stores and experiences look and feel like? What will the expectations be for the payment journey, and what will be the opportunity cost of not being future-ready now?



CHRISTINA CHOUDHURY
Director
Business
Management
Barclaycard Payments



NAOMI DURODOLA
Head of Payments
Commercial Product
ASOS



KAREN JOHNSON
Head of Retail
& Wholesale
Corporate Banking
Barclays

LEADERSHIP MASTER CLASS

An eight-part Leadership master class and group coaching series designed for professionals who aspire to lead with impact. Each session will focus on shifting participants' mind-sets and skill-sets with practical learnings that can be applied right away.



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 **4:00 - 5:00PM**
VISA SPONSORED SESSION
CROWN SUITE (SECOND FLOOR)

NETWORKING SESSION

Discover the power of positive relationships at our networking session. The forum will serve as a platform where women can unite, foster connections, and appreciate the significance of industry networking. The session will feature an interactive Ambition Board Workshop, that is designed to empower and inspire through the sharing of personal ambitions. The aim is to foster self-belief and a sense of belonging, as attendees connect deeply with other women who might share their aspirations. By exchanging contact details with each other, participants can maintain connections, building a lasting community of empowered and uplifting women. Join us in an atmosphere of camaraderie, empowerment, and inspiration. Together, we can inspire change, foster inclusion, and empower each other to reach new heights.

 **4:00 - 5:00PM**
BREAK-OUT SESSION
EDINBURGH SUITE (FIRST FLOOR)

LAUGH, THINK & PLAY FOR A MORE PRODUCTIVE WORKPLACE

In this entertaining, engaging and informative talk, Em will share why laughing more, thinking more with kindness and play can help you in your career and your business thrive in ways you cannot imagine.



EM STROUD
Spark
Laugh Think Play

 **5:00 - 6:00PM** **REGISTRATION** **FOYER AREA**

 **5:00 - 6:00PM** **AWARDS RECEPTION** **BALMORAL SUITE (UPPER GROUND FLOOR)**

 **6:00 - 6:05PM**
WELCOME REMARKS
GRAND HALL (UPPER GROUND FLOOR)



JULIA STREETS
Founder & CEO
Streets Consulting
& Host of DiverCity Podcast

 **6:05 - 6:20PM**
OPENING REMARKS
GRAND HALL (UPPER GROUND FLOOR)



KRISTY DUNCAN
Founder & CEO
Women in Payments

 **6:20 - 7:30PM** **AWARDS DINNER** **GRAND HALL (UPPER GROUND FLOOR)**

 **7:30 - 8:30PM**
AWARDS PRESENTATION
GRAND HALL (UPPER GROUND FLOOR)



CHARLOTTE DUERDEN
Chair of EMEA Awards Committee
Chief Customer Officer International
American Express



KATE FITZGERALD
Head of Policy
PSR



ANITA LIU HARVEY
Director Global Payments Strategy
Spotify



KEIRA LLOYD
VP Business Development
Mastercard



SHERREE SCHAEFER
Chief People Officer
PayUK



ABIGAIL ST. JOHN KENNEDY
European Chief Counsel
Elavon

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DAY 2: APRIL 30

GET FUTURE READY NOW



7:45 - 8:15AM

REGISTRATION & NETWORKING BREAKFAST Foyer Area



8:15 - 8:30AM

OPENING REMARKS

GRAND HALL (UPPER GROUND FLOOR)



KRISTY DUNCAN
Founder & CEO
Women in Payments



JULIA STREETS
Founder & CEO
Streets Consulting
& Host of DiverCity Podcast



8:30 - 9:00AM

OPENING KEYNOTE

GRAND HALL (UPPER GROUND FLOOR)



MARION KING
Chair & Trustee
Open Banking Limited



9:00 - 9:45AM

EXECUTIVE PANEL

GRAND HALL (UPPER GROUND FLOOR)

ALLYSHIP IN A MULTIGENERATIONAL WORKFORCE

In this new hybrid, multigenerational working world, have leaders changed their approach to how they are supporting their teams? Are leaders finding common ground across the generations and individual work styles to provide support and career advice? Are workers able to find what they are seeking from their leaders, allies, and mentors, and are they able to find common ground? Learn from our expert panel what challenges exist when seeking allyship and how to find the ideal match so that your professional career will thrive.



MODERATOR
STEW COFER
EMEA Head of
Payment Specialists
& Embedded
Banking Solutions
J.P. Morgan



MIYESA HUSSAIN
Principal Product
Partnership
Manager
ACI Worldwide



BETSY SAMUEL
Chief Marketing
Officer
Thredd



SARA SAVIDGE
CEO
Fexco
International
Payments



9:45 - 10:15PM

NETWORKING BREAK Foyer Area



10:15 - 10:55AM

BREAK-OUT SESSION
DIGITAL PAYMENTS

CORNWALL SUITE (SECOND FLOOR)

IMPACT BEYOND PAYMENTS - CONNECTING CONSUMERS TO CAUSES

Payment providers hold a unique position in the financial ecosystem, connecting merchants, consumers, tech partners, and more. Organizations are leveraging this position to enable change by connecting non-profit organizations with this ecosystem and enabling merchants to accept donations at checkout. Hear how organizations are combining a social mission with a commercial ambition. This leads to a stronger corporate culture, more satisfied employee base, and improved business results while creating value for the community.



MODERATOR
DOMINIQUE SIMONS
Head of
Impact Team
Adyen



EMMA CHERNIAVSKY
CEO
UK for UNHCR



FUNMI DELE-GIWA
General Council
& Head of GRC
& Group Company
Secretary
Onafriq



MARIA SAMOTO
LE DOUS
Head of
Sustainability
Uniqlo

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10:15 - 10:55AM
BREAK-OUT SESSION
PAYMENTS INNOVATION
CROWN SUITE (SECOND FLOOR)

THE EVOLVING DIGITAL LANDSCAPE - NEW TECHNOLOGIES, NEW CHALLENGES

The digital landscape is evolving as customers search for simplification. New technologies on the digital landscape, such as open banking, big data, and the rapid rise of account-to-account (A2A) payments in real-time for merchants, are emerging. Settlement is instant, helping companies simplify back-office reconciliation. What does the perfect payment rail look like? What operational changes are necessary to adopt these new capabilities into an organization? This panel will share their expert knowledge on these topics.



MODERATOR
KATE POWELL
Head of Digital Servicing Platforms Transaction Banking Barclays



FATEMEH NIKAYIN
Co-Founder Rivero



SIMONE SATAN
Head of Digital Market Management for Treasury Services BNY Mellon



LISA SCOTT
Fintech Leader & Advisor



10:15 - 10:55AM
BREAK-OUT SESSION
CAREER & TALENT DEVELOPMENT
EDINBURGH SUITE (FIRST FLOOR)

TOO YOUNG TO LEAD - YOU ARE KIDDING, RIGHT?

Never too Young to Lead – Empowering women in payments to embrace early leadership. Learn strategies for defying age biases, making impactful decisions, and fostering growth. The future of work is ambiguous and unpredictable. Being prepared for only one future is no longer enough. As Darwin said: ‘The one who survives is not the most intelligent, but the most agile.’ The younger generations can teach us how to step out of our comfort zones and thrive. What skills do we need to develop to be ‘Future Ready Now’, and how can these young leaders help us get there.



MODERATOR
ANGELICA DZEDULIONIS
Product Manager Payments International Miles & More GmbH (Lufthansa Group)



SHIVANI MCCORMACK
Director EMEA Global Transactions Services Product Bank of America



COLEEN MYERS
European Website Manager Elavon



CLARE PEARSON
Head of Technical Operations Fnalty International



FATMA TATLI
Director Global Trade Sales Bank of America

MY CAREER IN SIX & POM CAFÉ

Listen in to our podcast series, released weekly on your favourite streaming app. Join us twice weekly for a POM Café, an exclusive virtual networking event with other women from the global payments industry.



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11:00 - 11:45AM
BREAK-OUT SESSION
 DIGITAL PAYMENTS
 CORNWALL SUITE
 (SECOND FLOOR)

THE NEW FRONTIER - ISO 20022 & AI

Data is key and at the center of payments innovation. ISO 20022, a new global standard adopted by the payments industry, provides a vehicle for rich and structured data to be used for payments. Instant payment systems, ISO 20022 and the introduction of CBDC's and AI cause operational friction in many organizations. This session will explore some of the key payment innovation opportunities that are enabled by 'the New Frontier' of ISO 20022 and the challenges of operationalizing them. Learn from this panel of experts how they are navigating these business challenges.



MODERATOR
 SUPRIYA DAHIWELKAR
Principal Consultant
 Payments
 Delta Capita



ISABELLE BOUILLE
Director & Principal
Product Manager
 BNY Mellon



AMANDA MICKLEBURGH
Director of Product
Merchant Fraud
 ACI Worldwide



EGLE SKOMSKYTE
Senior
Payments Expert
 Swift



11:00 - 11:45AM
BREAK-OUT SESSION
 PAYMENTS INNOVATION
 CROWN SUITE
 (SECOND FLOOR)

THE RISE OF THE SMART CUSTOMER

Consumers are demanding more, spending differently, moving on from ideas quickly, and expecting changes to happen overnight. What does the future of shopping look like? Can retailers keep pace with marketplace innovation? Faster payments, mobile wallets, and customer-centric ecosystems are emerging. How will the financial world delight their customers with new ways to facilitate payments? This panel will look at how consumers are playing a part in shaping banks and fintech's and guiding them to create customer-centric products and services.



MODERATOR
 MERUSHA NAIDU
Global Head of
Partnership
Paymentology



PETRA GILLIS
Executive Director
SE, Regional
Payments Manager
for Consumer
& Retail
 J.P. Morgan



AMBER HENDERSON-SMART
Global Head
of Client
Implementation
& Integration
 HSBC



KATIE HOSKINS
Global Cross Border
Payments Product
Commercialization
 Citi



JENNIFER MACRAE
VP
Global Online
Acceptance
& Channel
Enablement
 Mastercard

CORPORATE CHAPTER PROGRAM

Whether you're a manager of diversity and employee engagement or looking for tools to help you and your colleagues get to the top in your organization, the Corporate Chapter Program is for you. Women in Payments has the tools to help you and your colleagues build a robust and engaging career development program within your organization. It is designed as a self-managed program that is curated for your needs.



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11:00 - 11:45^{AM}
BREAK-OUT SESSION
CAREER & TALENT DEVELOPMENT
EDINBURGH SUITE (FIRST FLOOR)

NEURODIVERSITY/DIVERSITY - POWERING INNOVATIVE ORGANIZATIONS

Neurodiversity is a concept that all humans vary in terms of our neurocognitive ability. Diversity is normal and natural, and it can be a source of great strength for individuals and organizations as a whole. Diverse workforces may include individuals with ADHD, autism, and dyslexia. Ethnic backgrounds, and multi-generational workforces add to the diversity matrix and create a delightful mix of creativity and innovation. Hear how organizations with diverse workforces are creating equitable opportunities for their teams and setting themselves up to better serve their diverse customers.



MODERATOR
TREASA FITZGIBBON
Career Coach & Strategist
The Career Activist



HARSHNA CAYLEY
Managing Director
Head of Acquiring & Gateway
Barclays



LORRAINE DESCHAMPS
VP & EMEA Head of Corporate Social Responsibility
Fiserv



SIM GILL
Global Speaker
Bureau Lead
J.P. Morgan Payments



GRACE HAYES
EVP
Head of Markets & Localization
Mastercard



11:45 - 1:00^{PM} **NETWORKING LUNCH** **BALMORAL SUITE (UPPER GROUND FLOOR)**



1:00 - 1:45^{PM}
GRAND HALL (UPPER GROUND FLOOR)

THE FUTURE OF THE PAYMENTS INDUSTRY, DIGITAL EVERYTHING

Banks and businesses are trying to reimagine the new world. Innovation is moving at a pace faster than ever before and all financial institutions are seeking a common path forward. How will the introduction of instant payments, BNPL, Open Banking, CBDC's and the entry of Digital Banks change how the financial system operates today? Will regulatory control, oversight, and privacy standards be able to keep pace with the speed of change, and will the customer satisfaction index improve? Come and hear from our panel of experts how they view the evolution and the path forward.



MODERATOR
SRISHTI JAIN ANDRAESEN
Executive Head of Global Business Development
RS Software



KATIE DILAJ
Global Head of Product Marketing
Treasury & Trade Solutions
Citi



DORA GRANT
Chief Risk & Compliance Officer
Griffin Bank



SARA SAVIDGE
CEO
Fexco International Payments



LISA SCOTT
Fintech Leader & Advisor

BECOME A MEMBER

Women in Payments can help you take your career further, faster through education, community, and mentorship. By becoming a member you are connected to over 200+ career opportunities!



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1:50 - 2:30PM
BREAK-OUT SESSION
DIGITAL PAYMENTS
CORNWALL SUITE
(SECOND FLOOR)

INDUSTRY & POLICY MAKERS DRIVING POSITIVE OUTCOMES

This panel will bring together industry leaders and policymakers to debate the impact, both positive and negative, of regulation in payments. From the revision of the Second Payment Services Directive to the move from Open Banking to Open Finance, how are companies and governments shaping the future direction of payments? The UK is also pursuing several initiatives, such as commercial APIs, variable recurring payments, authorized push payment fraud reimbursement, and Open Finance. Are the proposed measures an evolution or a revolution? Will they support Europe in continuing to lead the way in payments innovation?



MODERATOR
SAM KILKELLY
 VP
General Manager
Consultant Sales
EMEA
FISERV



CAROLINE GAYE
Country Manager
France
American Express



YADIRA PORRAS-DUBOW
Senior Manager
Product Strategy
Visa



FERDISHA SNAGG
Counsel Head of UK
Financial Services
Regulation Practice
Cleary Gottlieb Steen
& Hamilton LLP



SOPHIE WADSWORTH
 VP
Commercial Bank
J.P. Morgan



1:50 - 2:30PM
BREAK-OUT SESSION
PAYMENTS
INNOVATION
CROWN SUITE
(SECOND FLOOR)

IS GENERATIVE AI CHANGING THE WORLD

Generative AI is more than a buzz phrase; it will unlock the next chapter in payments. Getting consumers and merchants to trust the technology will be a test for PSP's. One-click transactions are not new; think Apple Pay, Uber, or Deliveroo. The payments evolution will see zero-click transactions to AI. Pre-set preferences with agreed parameters to make automatic purchases without hitting a button. This panel of experts will explore the latest in payments innovation.



MODERATOR
ROHAN BLOICE
Large Corporate
Payment Solutions
Manager
Elavon



MERYEM CELIK
Postgraduate
Student
University of Oxford



ZOYA LIEBERMAN
Principal
Consultant
Endava



GEORGE VAUGHAN
 CEO
Digital Line
Consulting Limited

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CANADA 2024
 September 24-25, 2024
 Toronto, Canada

ASEAN 2024
 October 23-24, 2024
 Singapore

AUSTRALIA 2024
 November 21-22, 2024
 Sydney, Australia

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1:50 - 2:30PM
BREAK-OUT SESSION
CAREER & TALENT DEVELOPMENT
EDINBURGH SUITE (FIRST FLOOR)

TAKE THE LEAP, FEEL THE STRETCH, FIND THE SUPERPOWER

Too often, we sit comfortably, waiting for the perfect time or the perfect boss. In order to be future-fit, we must aspire to be uneasy. Making 'adaptability' your superpower will pave the way for personal growth. Taking stock of what you've achieved and what others around you have achieved promotes a 'healthy vulnerability'. Once we get comfortable with vulnerability, we can push ourselves to stretch, adapt, and naturally lean in with confidence. It's also ok to not know it all when we reach for the stars. Regardless of seniority, if we empower each other to talk about the career knocks along the way, we will fundamentally change our culture by making the reality of not getting that promotion or job at that specific time 'okay'. A knock is just an opportunity to reset that slingshot. Thinking smarter about how we grow will have illuminating effects, we just need the confidence to push ourselves in directions we had not planned for.



MODERATOR
VICTORIA BERNARD HAYKLAN
Director Global Payment Solutions Lead for Payments & FX Solutions HSBC Bank Plc



JEN DIRICO
SVP
Operations & General Manager of International Toast



ALLA GANCZ
Partner
UK Payments Consulting Leader EY



BEN LANE
VP
Colleague Strategic Partner (Human Resources) American Express



SHERREE SCHAEFER
Chief People Officer
PayUK



2:30 - 3:00PM

NETWORKING BREAK

FOYER AREA



3:00 - 4:00PM
MAIN STAGE - MAYFAIR BALLROOM

WHAT THE HECK IS THAT?

Step into a captivating cross-generational journey of discovery in our "Do You Know What This Is?" session, where the past meets the present in a delightful game show of recognition, reminiscence, and discovery of tools that have transformed, and are currently transforming, the payments industry. This session promises to be a fascinating blend of nostalgia, innovation, and collaborative learning, offering participants a fresh perspective on the rich tapestry of payment technology. Join us for an interactive experience that transcends generations, fostering connection through the simple joy of exploring the past and present together.



MODERATOR
NICOLE OLBE
Managing Director Adyen UK



MAEVE DORMAN
SVP
Global Merchant Services PayPal



SONIA DOS SANTOS
SVP
Credit, Fraud & Collections Elavon



VIVIENNE KAY
Senior Business Manager Europe
Global Payment Solutions HSBC



JULIA LOPEZ
VP & General Manager
Merchant Services Spain American Express

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PROMOTIONS PARTNER

4:00 - 4:45PM
 CLOSING KEYNOTE
 MAIN STAGE - MAYFAIR BALLROOM



KATE FITZGERALD
 Head of Policy
 PSR

4:45 - 5:00PM
 CLOSING REMARKS
 FIRESIDE
 MAIN STAGE - MAYFAIR BALLROOM



KRISTY DUNCAN
 Founder & CEO
 Women in Payments



ELISE FAIRBAIRN
 Managing Director
 Global Head
 of Payments &
 Cash Management
 Barclays

5:00 - 7:00PM CLOSING COCKTAIL BALMORAL SUITE (UPPER GROUND FLOOR)

FEEDBACK FORM

We request that you share your feedback with us so that we can continue to improve and bring the community of women in payments together for even better events in the future!



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MEMBERSHIP BENEFITS

ONE MEMBERSHIP. A WORLD OF VALUE

We offer unique mentorship, networking and educational opportunities to women from the payments and fintech industry who want to excel professionally and personally. Our goal is to connect, inspire and champion women in our community.



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 CONTENT



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For details & to register visit womeninpayments.org

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