



# Banking-Related Themes

**Artificial Intelligence/IOT** – impact of new technologies/capabilities on payments (chatbots, machine learning), need to collect, aggregate and optimize data

**Open API Banking** – impact on fintech-bank relationships (data collection, transaction processing, customer relationships, managing customer consent), and the potential for disruption or collaboration with both domestic and international players.

**RegTech** - technology to effectively manage regulatory requirements with real-time use of algorithms and analytics (AML/KYC, blockchain/bitcoin, fraud risk, business identity fraud, operations risk management. Biometrics/Security – technology to effectively manage security using biometrics related to payments processing

**POS, Remote, and “Order/Reserve Ahead” Payments** – anticipating change in retail payments, such as declining POS payments, rising remote payments; voice-activated assistants (e.g., Alexa) and “reserve/order ahead” (e.g., Starbucks) Digital

**Ledger/Blockchain** – anticipating change to areas like universal identify verification that can impact account opening, cybersecurity, KYC, loan fulfillment, cross-border payments

**Cryptocurrencies (e.g., Bitcoin)** – impact to wallets and transactions (debit cards tied to bitcoin accounts, Square allowing bitcoin in SquareCash wallet, etc.)

**Horizon Millennial/Gen Z** - digital expectations/preferences (personalization, security, contextual, speed) and impact on payment solutions