

# CREDIT & <sup>TM</sup> COLLECTIONS SUMMIT ASIA



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Strategic Collections in  
Asia's Evolving Credit  
Landscape

# AGENDA



21 – 22 July, 2026



Holiday Inn & Suites, Jakarta

Organized By :

**The future event** <sup>TM</sup>

# DAY – 1

Tuesday ; 21st July 2026

TIMING	SESSION
10 : 00 AM	<b>Registrations, Coffee, Tea &amp; Refreshments with Open Networking</b>
10 : 45 AM	<b>Welcome note by the Organizers, Introduction to Sponsors &amp; Partners</b>
11 : 00 AM	<b>Opening Government Keynote: Reserved for Speaker</b>
11 : 20 AM	<b>Panel Discussion : APAC Credit &amp; Collections Ecosystem: Building a Resilient Business Model :</b> <ul style="list-style-type: none"><li>• Lending Trends in Asia</li><li>• Data-Driven Personalization</li><li>• Islamic Banking and Ethical Financing</li><li>• Financial Inclusion through FinTech</li></ul> Panelists : <ul style="list-style-type: none"><li>• <b>Iona Mayo</b>, Chief Collection Executive at UnionDigital Bank</li><li>• <b>Melisa Hendrawati</b>, Chief Financial Officer at Superbank</li><li>• <b>Ankit Gutgutia</b>, Managing Director – Regional Head of Consumer Credit Operations at CIMB</li><li>• <b>Anton K. Adiwibowo</b>, President Director at CBI Credit Bureau Indonesia</li></ul>
12 : 00 PM	<b>Keynote Presentation : Reserved for Title Sponsor</b>
12 : 20 PM	<b>Keynote Presentation : Reserved for Platinum Sponsor (Loxon)</b>

TIMING	SESSION
12:40 PM	<p><b>Panel Discussion : Weaving Collections &amp; Recovery into a Business Strategy :</b></p> <ul style="list-style-type: none"> <li>• Prioritize Lenders &amp; creditors strategic investments to address systemic gaps.</li> <li>• How sales, credit and collections team need to work together for better recovery management.</li> <li>• Incorporating right technology strategies for effective collections and recovery</li> </ul> <p><b>Panelists :</b></p> <ul style="list-style-type: none"> <li>• <b>Henri Halim</b>, Senior Vice President – Head of Strategic Transformation, Adira Finance</li> <li>• <b>Juma’atul Huda Hussain</b>, Corporate Recovery Expert from Banking Industry</li> </ul>
01:00 PM	<p><b>Networking Lunch Break</b></p>
01:45 PM	<p><b>Tech Talks : Early Warning Systems Using Alternative Data:</b></p> <p><b>Speakers :</b></p> <p><b>Rohit Makhija</b>, Executive Director, Head of Data Chapter at DBS Bank</p>
02:05 PM	<p><b>Panel Discussion : The Risk-Ready Collections Framework Strategy :</b></p> <ul style="list-style-type: none"> <li>• The approach to build a pro-active collections framework and how effective has it proven to be so far?</li> <li>• How are lenders today benefiting from increased visibility and actionable insights to align their collection strategies for risk management?</li> <li>• How is technology helping lenders in managing compliance in collections?</li> <li>• How are bank-startup collaborations shaping the future of collections strategies?</li> </ul> <p><b>Panelists :</b></p> <ul style="list-style-type: none"> <li>• <b>Puteri Syurga Malek</b>, Chief Risk Officer at Boost Bank</li> <li>• <b>Ahmad Shukri Abd Rahman</b>, Chief Risk Officer at Malaysia Debt Ventures Berhad</li> <li>• <b>Nancy Febrianty Siregar</b>, Assistant Vice President Risk Management, DBS Bank</li> <li>• <b>Deni Ferdian</b>, Head of Risk Management at PT Bank of India Indonesia Tbk</li> </ul>

TIMING	SESSION
02:45 PM	<p><b>Panel Discussion : The Future of Lending: How FinTech is Reshaping Credit Markets in Asia.</b></p> <ul style="list-style-type: none"> <li>• How are GenAI developments shaping the strategy for communication in collections?</li> <li>• How much is the level of non-human intervention in collections communication today and how is it likely to evolve in the future?</li> <li>• How are contact centers and communication platforms evolving to facilitate empathetic and trustworthy communications?</li> <li>• What are the future communication strategies and emerging technology trends that lenders need to adopt in collections?</li> <li>• How can AI help collections teams shift from aggressive tactics to more solution-oriented, respectful communications?</li> </ul> <p><b>Panelists :</b></p> <ul style="list-style-type: none"> <li>• <b>Vivien Tan</b>, Senior Vice President at Alliance Bank Malaysia Berhad</li> <li>• <b>Irwan Prabowo</b>, Director of Information Technology at Kredit Pintar</li> </ul>
03:25 PM	<p><b>Keynote Presentation : Proactive Collections Framework for returning customers</b></p>
03:45 PM	<p><b>Panel Discussion : Collections Operational Excellence — From Field Agents to Omnichannel Digital</b></p>
04:25 PM	<p><b>Keynote Presentation reserved for Sponsor/ Speaker</b></p>
04:45 PM	<p><b>Closing Remarks &amp; Open Networking</b></p>

# DAY – 2

Wednesday ; 22nd July 2026

TIMING	SESSION
10 : 00 AM	<b>Registrations, Coffee, Tea &amp; Refreshments with Open Networking</b>
10 : 45 AM	<b>Welcome note by the Organizers, Introduction to Sponsors &amp; Partners</b>
11 : 00 AM	<b>Opening Keynote : Reserved for Sponsor</b>
11 : 20 AM	<b>Opening Fire-Side Chat : BNPL, Consumer Finance &amp; Retail Credit – Opportunities &amp; Risk in 2026</b> <ul style="list-style-type: none"><li>• Non-bank financial institutions showing mixed stress across retail credit in APA</li><li>• Managing affordability assessments, collections, and fraud.</li></ul> <b>Speakers :</b> <ul style="list-style-type: none"><li>• <b>Reny Mustikawati</b>, Head of Risk Analytics MIS &amp; Regulatory Reporting, Atome</li><li>• <b>Ary Mulyono</b>, Retail Lending Business Consultant &amp; Head of Business Strategy at Kredit Pintar</li></ul>
11 : 40 AM	<b>Panel Discussion : Collections &amp; Recovery Automation – AI, Predictive Analytics &amp; Behavioral Scoring :</b> <ul style="list-style-type: none"><li>• Intelligent Communication &amp; Digital Engagement</li><li>• AI-Driven Segmentation in Debt Collections</li><li>• Predictive Recovery Pathways</li><li>• How much automation is too much in customer recovery?</li></ul>
12 : 20 PM	<b>Panel Discussion: The Legal Future of Collections: Compliance, Enforcement &amp; Digital Transformation:</b> <ul style="list-style-type: none"><li>• Strengthening Legal Governance in a Digital-First Environment</li><li>• Enforcement Challenges in Modern Credit Ecosystems</li><li>• Digital Identity &amp; Fraud: Legal Liabilities &amp; Preventive Controls</li><li>• Digitizing Legal Ops for Faster Recovery</li><li>• Building future-proof compliance programs adaptable to regulatory change</li></ul>

TIMING	SESSION
01 : 00 PM	<b>Lunch Break</b>
01 : 45 PM	<p><b>Fire-Side Chat: Fraud, Delinquencies &amp; Digital Identity: Creditors and Lender's next phase of Digital Transformation</b></p> <ul style="list-style-type: none"> <li>• Rise of Digital Identity Fraud in APAC</li> <li>• First-Party Fraud &amp; Economic Volatility</li> <li>• Cross-Border Regulatory Challenges</li> <li>• Predictive analytics to identify risk shifts and prevent roll-rates</li> </ul>
02 : 05 PM	<p><b>Keynote Presentation: Digital Lending 3.0: AI-Driven Underwriting &amp; Instant Approvals:</b></p> <ul style="list-style-type: none"> <li>• Real-time risk scoring</li> <li>• AI explainability &amp; compliance</li> <li>• Embedded finance opportunities</li> </ul>
02 : 25 PM	<b>Industry Keynote Presentation : The Digital Debt Trap &amp; Over-Indebted Consumers</b>
02 : 45 PM	<b>Awards Ceremony</b> : Celebrating Professionals and Institutions Excellence in Credit & Collections Strategy, Milestones, Achievements and more.
03 : 45 PM	<b>Closing Remarks &amp; Open Networking</b>

Organized By :

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