

Programme

The future of payments 2019

Thursday 7 November 2019 | London

With the rapid pace of change in the UK's banking and finance sectors, it's important to stay on top of the latest payments technology and trends to understand the implications for both your residents and your own income streams.

At our 2019 Future of Payments events, in association with Visa, we'll be exploring how housing associations, local authorities and other organisations are using new payment methods to improve the customer experience while at the same time making efficiency savings, protecting income, sustaining tenancies and reducing arrears.

10:00 Registration and refreshments

10:30 Welcome and introduction
Jon Land, HQN

10:40 The future of payments and the changing habits of UK households
Richard Champion, Director and Bhav Dhanak, Relationship Lead, Visa

11:30 Refreshments and networking

11:45 Request to Pay and what it means for the landlord-resident relationship
Rory Edwards, Stakeholder Engagement and Public Affairs Lead, Pay UK

12:30 Rent-flex – personalizing rent payments for social housing tenants
Damon Gibbons, Director, The Centre for Responsible Credit

13:00 Lunch

14:00 Using open banking technology to promote responsible lending and better debt management
Emma Steeley, CEO, Accountscore

14:30 Using apps to promote better spending habits
Mutaz Qubbaj, CEO, Squirrel

15:00 Social housing sector payments Q&A
Hosted by Luke Jones, allpay

15:40 The Fairbank Mark to promote financial wellbeing
Sam Scharf, Director of Community Investment, Orbit Group and David Coe, Chief Executive, The Fairbanking Foundation

16:15 Close

hqn
EVENTS