

**Programme Outline**  
**Payment System Forum and Exhibition 2015**  
**Sasana Kijang, Kuala Lumpur**  
**3 November 2015**  
**“Moving Forward with e-Payments”**

**Morning Session**

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**8.00 a.m. Registration and Welcome Refreshments**

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**9.00 a.m. Keynote Address**

Dato' Muhammad bin Ibrahim

Deputy Governor, Bank Negara Malaysia

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**9.20 a.m. Outcomes of Regulatory Measures on the Payment Landscape**

Mr. Tan Nyat Chuan

Director, Payment Systems Policy Department, Bank Negara Malaysia

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**9.40 a.m. Capitalising on the New Payment Card Landscape**

Mr. Perry Ong

Advisor, National Cards Group

- Overview of the new payment card landscape and the opportunities for merchants
  - Industry strategy to drive payment card acceptance and usage
  - Merchants' roles to drive behavioural change amongst customers towards greater card usage
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**10.00 a.m. Refreshments and Visit to Exhibition Booths**

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**10.30 a.m. Panel Discussion: Enabling Payment Card Acceptance by Businesses**

Mr. Vipin Kumar Agrawal (Moderator)

Senior Managing Director, Regional Head of Cards, Retail Assets and Deposits, CIMB Bank Berhad

**Panelist I: Solutions for Payment Card Acceptance**

Mr. Tham Kah Fook

Country Head Sales, GHL Systems Berhad

- Overview and value proposition of different payment card acceptance solutions for different merchants
- Steps and procedures for merchants to be acquired

**Panelist II: Enhancing Business through Payment Card Acceptance (Perspective of a Larger Merchant)**

Mr. Richard Darwent

Chief Operating Officer & IT Director, Tesco Stores (Malaysia)

- Business experience in accepting payments via POS (contact and contactless), mPOS terminals and self-checkout services
  - Merchant's advantage in accepting cards
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**Panelist III: Enhancing Business through Payment Card Acceptance  
(Perspective of a Smaller Merchant)**

Ms. Huicy Chua

Operations Manager, Twenty3 Fashion

- Merchant's experience in accepting payments via POS (contact and contactless), mPOS terminals, etc.
  - Merchant's convenience in accepting payment via mPOS
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**11.30 a.m. Safe Practices in Accepting Payment Cards**

Mr. Thilothaman Kasinathan

Assistant Vice President, Banking Fraud Management, OCBC Bank Berhad

- Payment card safe practices
  - What merchants need to know to ensure secure payment card transactions
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**12.00 p.m. Visit to Exhibition Booths**

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**Afternoon Session**

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**1.00 p.m. Registration and Welcome Refreshments (Afternoon Session)**

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**2.00 p.m. Online Banking Services and Benefits to Merchants**

Mr. Victor Khor

Head, Group Transaction & SME Banking, Alliance Bank Berhad

- Type of services offered via online banking and corporate internet banking
  - The benefits of e-payments to the merchants
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**2.30 p.m. Presentation: Statutory Payments to the Government**

Mr. Azrul Farique

Head, e-Channel and Cash Management, Public Bank Berhad

- Making e-payments via internet banking to the Government
- Cash management solution for making Government statutory payments

**Demonstration I: Internet Banking and Cash Management by Public Bank Berhad**

- Making statutory payment electronically to Government agencies such as *Lembaga Hasil Dalam Negeri (LHDN)*, *Kumpulan Wang Simpanan Pekerja (KWSP)* and *Pertubuhan Keselamatan Sosial (PERKESO)*

**Demonstration II: Making Statutory Payments via Government Portals by LHDN and KWSP**

- Type of statutory payments that can be made online
  - Other e-payment channels
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**3.45 p.m. Staying Safe in Online Banking**

Mr. Abdul Rahim Bahadzar

Vice President, Cash Management, Al Rajhi Bank Berhad

- Security features of online banking
  - Safety tips for online banking
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**4.15 p.m. Concluding Remarks**  
Dr. Zainal Hasfi Hashim  
Deputy Director, Payment Systems Policy Department, Bank Negara Malaysia

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**4.30 p.m. Refreshments and Visit to Exhibition Booths**  
**End of Programme**

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