

Organized By:

The future event



COLLECTIONS & RECOVERY SUMMIT ARABIA



**Digital-first Strategy In a
Fast-changing Landscape**

POST-EVENT REPORT

21st - 22nd February 2024

Sheraton, Riyadh

ORGANIZER'S NOTE

Dear Guests, On behalf of The Future Event, it gives us immense pleasure to welcome you to the Collections and Recovery Summit Arabia 2024! the First and Only Large-Scale Conferences & Exhibition bringing together 400+ top Industry experts from KSA, UAE, Oman, Kuwait, Qatar, Bahrain & Egypt to discuss the latest technology and digital transformation strategies to overcome challenges and empower organizations to be future-ready, strengthening operations, increasing productivity, and improving customer experience in the Debt & Loan Collections, Subscriptions & Renewals and Credit systems. Join the talks and showcase your solution to the right pool of attendees in the Collections space and connect with most potential decision-makers from top organizations from the MENA region.

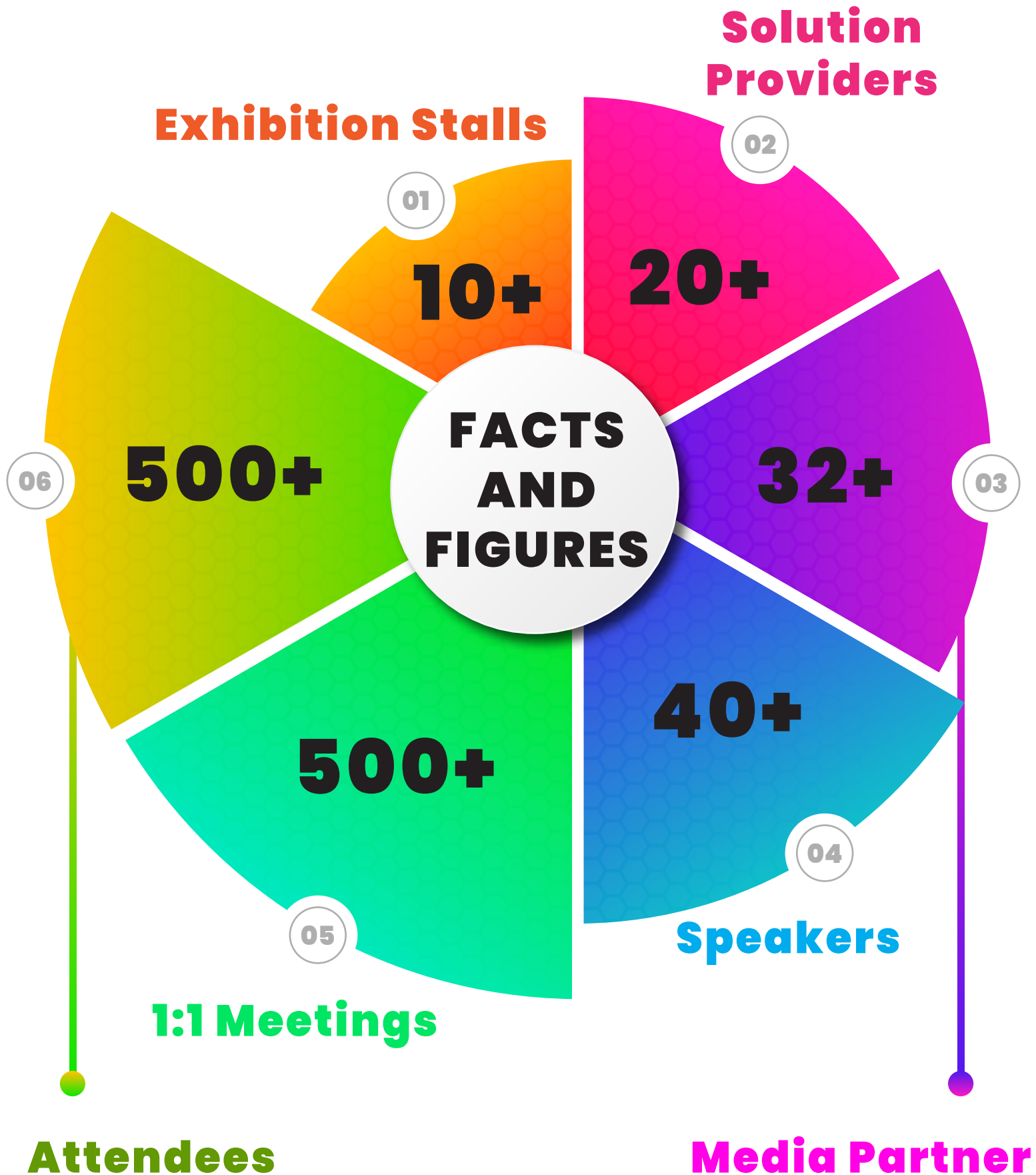
We hope that you enjoy the event, Learn new aspects, perceptions and ideas that will help us all prosper and excel in the world of Debt Collection.

We thank you for your time and participation. We hope to see you again at the Collections and Recovery Summit, 2025!

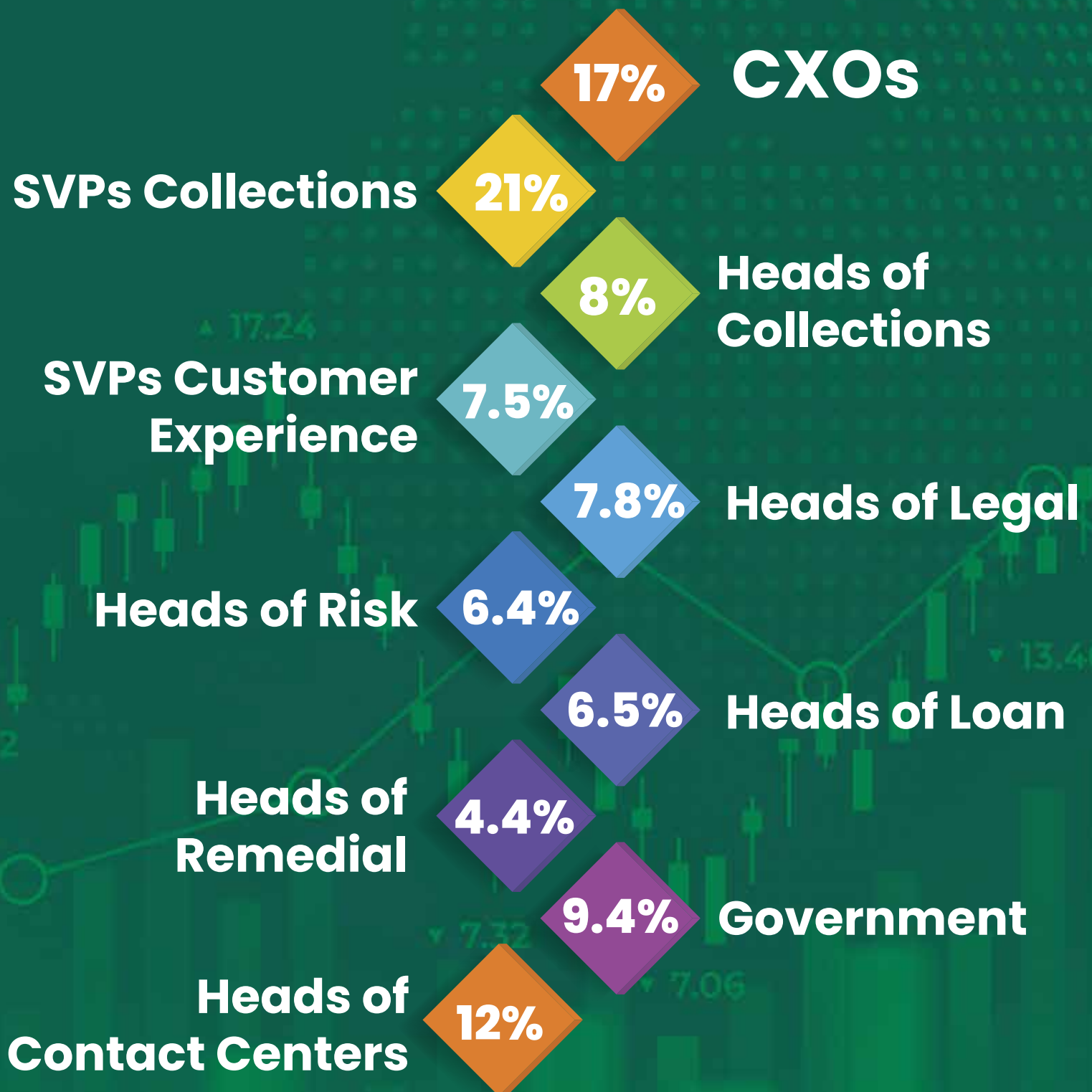
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ATTENDEES



ATTENDEES BREAKDOWN



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Agenda - Day 1

Time	Session
09:00 - 10:00 AM	Coffee & Tea Refreshments
10:00 - 10:10 AM	Welcome Note by the Organizer
10:10 - 10:30 AM	Opening Industry Keynote Presentation by Conference Chairman: Presented By: : Dr. Abdulrahman Abukhalid, LLB Conference Chairman - CEO, The Arabian Giant Group, KSA
10:30 - 11:15 AM	Panel Discussion: Innovation and Disruption in the International Debt Collection - "Outlook & Best Practices:" Moderated by: Ayman Al-Wadi, Group Executive Chairman of AW HOLDING INT'L Panelists Ahmed Al-Balushi, Sr. Claims & Recoveries Manager at Credit Oman Ayse Burcu Arslan Demiras, Managing Director / Founder of ARS Consultancy - Turkey Philippe Lescroart, Head of Sales at Cedar Rose Ihab Aboulezz, Visionary Business Leader and Founder of Green Lines Group Stefan Cohrs, Senior Vice President Cross-border at EOS (Joining Virtually)
11:15 - 11:35 AM	Industry Keynote Presentation: COLLECTING SMILES – Unlocking the power of Customer Experience in debt collection. Presented by: Adam Kocsis – Partner, Sales Consulting Director at Loxon
11:35 – 12:20 PM	Panel Discussion: Weaving Collections & Recovery into a Business Strategy <ul style="list-style-type: none"> • Prioritize firm's strategic investments in order to address systemic gaps in collections capability. • How sales, credit and collections team need to work together for better recovery management. • Incorporating right technology strategies for effective collections and recovery Moderated by: Israa Abdulla, Registered Arbitrator and Expert Arbitration Counsel at RAALC Law Firm. Panelists Mousa Albahrani, General Manager, GCC Credit and Collections at Future Pipe Industries. Abdullah Mukhtar, Director Collection & Violations ESNAD Badr Alyamani, Director of Finance Support Services at Bupa Arabia Wassim Farrage, Head of Collections at Al Ahli Bank of Kuwait
12:20 – 13:00 PM	Panel Discussion: Maintaining a Positive Customer Experience During Collections: <ul style="list-style-type: none"> • Treating customers, the right way and preserving your business customer service reputation. • Balance Revenue and Customer Loyalty Objectives • Delivering great customer service, educating and advocating for your borrowers. • Applying individualized collection strategies Moderated by: Israa Abdulla, Registered Arbitrator and Expert Arbitration Counsel at RAALC Law Firm. Panelists Khadija Al Hammady, Deputy Chief Operating Officer at RAKBANK. Hussein Shohdy, Director of Credit Management at Bupa Arabia Adam Kocsis – Partner, Sales Consulting Director at Loxon Ankur Srivastava, Chief Business Officer at Creditas Solutions pvt ltd
13:00 – 13:40 PM	Lunch Break
13:40 – 14:00 PM	Industry Keynote: Order to Cash (OTC): Presented by: Mousa Albahrani, General Manager, GCC Credit and Collections at Future Pipe Industries

Time	Session
14:00 – 14:20 PM	Industry Keynote: Collection and Recovery in Islamic finance, challenging and solutions, a case study from Oman: Presented By: Younis Al Sulaimi, Head of Collection & Recovery at Alizz Islamic Bank – Oman
14:20 – 15:10 PM	Panel Discussion: Managing Multichannel Debt Collection Model (Arabic Session) ·Auto-Debit strategy as a model of collections. · Improve Debt Collection Through Automation. ·Adopting an effective communication strategy. Moderated by: Israa Abdulla, Registered Arbitrator and Expert Arbitration Counsel at RAALC Law Firm Panelists DR. Mohamed Mahran, Senior Legal Consultant at RAALC Mohammed Jadhher, Chief Risk Officer at Tamweel Aloula Waleed Alshammari, Senior Collections Manager at Al Yusr Leasing and Financing.
15:10 – 15:30 PM	Industry Keynote Presentation: Solving Modern Collection Challenges with Emerging Technologies Presented By: Ammar Alkhoulí & Motasim Zawawi, Co-founders of Levers
15:30 – 15:50 PM	Industry Keynote Presentation: Ebix Debt Collections Platform Presented By: Sachin Seth, Managing Director and CEO at EbixCash Financial Technologies Armin Anklesaria, Head of Domain Consulting Practice at EbixCash Financial Technologies
15:50 – 16:10 PM	Industry Keynote Presentation: Evolution in Debt Recovery in Corporate Banking: Lessons from the Czech Republic. Presented By: Viktor Lechman, Growth Partner at LEKVI GROUP
16:10 – Onwards	Closing Remarks & Open Networking Day 1

Agenda - Day 2

Time	Session
09:00 - 10:00 AM	Coffee & Tea Refreshments
10:00 - 10:10 AM	Welcome Note by the Organizer
10:10 - 10:30 AM	Opening Industry Keynote Presentation by Conference Chairman Presented by: Dr. Abdulrahman Abukhalid, LLB Conference Chairman - CEO, The Arabian Giant Group, KSA
10:30 – 10:50 AM	Networking Break
11:25 - 11:45 AM	The Next chapter in Debt Management: Insights beyond Collections & Recovery Presented by: Ayman Al-Wadi, Group Executive Chairman of AW HOLDING INT'L
11:45 - 12:00 PM	Refreshment Break
12:00 – 12:40 PM	Panel Discussion: Tech Talks: Customers Communication & Engagement: <ul style="list-style-type: none">• Training your staff in how to handle effective communication• Situation analysis and how to recommend solutions to customers.• Rehabilitating good customers Moderator Israa Abdulla, Registered Arbitrator and Expert Arbitration Counsel at RAALC Law Firm Panelists: Hassan M. Musalli, Head of Credit Control & Reporting at SADAFCO Credit Muhammad Nadeem, Group Credit Control Manager at BCI Ms. Sagarika Chakraborty, CEO at IIRIS Mr. Wassim Farrage, Head of Collections at Al Ahli Bank of Kuwait
12:40 – 13:00 PM	Networking Break
13:00 – 14:00 PM	Lunch Break
14:00 – 14:20 PM	Industry Keynote Presentation: Rewiring Your Company Gen AI and Transformation Playbook Presented by: Kjell Hegstad, Gen AI and Transformation at Cirruslabs
14:20 PM Onwards	Closing Remarks & Open Networking Day 2

ATTENDING COMPANIES

- Beveron Technologies LLC
- "Epic Credit Recoveries"
- Amex Middle East
- Tarabut
- Adastra Business Consulting, s.r.o.
- Bupa Arabia
- Azzite claims and recovery services
- EssilorLuxottica
- Adastra Business Consulting
- ClearDu
- NCS MENA W.L.L.
- Bupa Arabia
- Professional DC
- Cashway
- ALNAMI LAW FIRM
- Mani Funders Debt collection
- SIMAH
- Alrajhi takaful
- Riyadh Bank
- Confidential Governance
- Confidential bank
- RCRC
- "AW KSA"
- HP
- Credit suisse
- Islamic Development Bank
- Vscl
- Mobily
- Silah Gulf
- Malath Insurance
- Mobily
- eMcREY
- First Abu Dhabi Bank
- Almohawis majed fausal alrajhi
- Tamam Financing Company
- MedGulf Insurance Company
- Mobily
- PIF SSC
- Alrajhi capital
- SME Bank
- Thunes
- Bank Muscat KSA
- Mobily
- Starting Point
- Abdulatif Jameel Finance
- Tamam Financing Company
- SME Bank
- Makhdoom office
- stc
- AlEqtessad
- Arabia Connect
- Salco
- Riyadh bank
- The Law Firm of Hazim Almadani Attorneys & Legal Consultant"
- STC
- mobily
- Public Investment Fund
- Bank AlJazira
- Mobily
- American Express Saudi Arabia
- SABB
- Mudaraba Financial Company
- Social Development Bank
- STC
- Al Rajhi Bank
- Masar Alnumou Finance Co.
- Alinma Bank
- STC
- Tasnee

PHOTO GALLERY



PHOTO GALLERY



TESTIMONIALS



“

I would like to thank Mr. Jamal Alturaby, CEO & Managing Director of The Future Event Media & Productions, and rest of the organizers who brought such an event of Collections & Recovery Summit Arabia

Many fascinating sessions regarding Debt Collections throughout the region were discussed during the event by engaging speakers and panelists. ”

Ayman Al-Wadi

Group Executive Chairman of AW HOLDING INT'L

“

We are grateful to have attended the Collections and Recovery Summit Arabia 2024.

The summit gave us the opportunity to connect with like-minded individuals from the region as well as be enlightened by speakers and panellists who explored multiple aspects of debt collection.

We hope to be a part of the summit next year and are looking forward to it! ”



“

It was great to spread some AI and innovation love to our friends in MENA focused on financial services. Every event is special and Q/A was great to get questions and follow-up requests for "How do we disrupt our industry", "How do we start a Digital Factory to build rapid POC's", "Can you do a remote session for my team" and "How can we do a Gen AI / Visioning workshop for my management team locally ”



Kjell Hegstad

Head of Gen AI Innovation & Transformation at Cirrus Labs

TESTIMONIALS



“

I am happy to share that I have participated in a fantastic panel discussion surrounded by exceptional calibers and leaders in various sectors discussing the future of Collection and Recovery. Truly an insightful and enriching experience. ”

Badr Alyamani

Director of Finance Support Services Bupa Arabia

“

The CRS summit provided a unique platform to connect with prominent Credit Collection and legal professionals and innovative entrepreneurs, fostering insightful discussions and networking opportunities. Meeting like-minded individuals who are passionate about advancing the field of credit collection was truly inspiring. ”

Brijesh Chedayan

CEO at Beveron Technologies



“

Considering the increasing investment and trade volume between #Türkiye and #SaudiArabia, the timing of this summit has been perfect. Ayşe quotes “1st time to meet with hundreds of credit and collections professionals from #GCC at the same time! ”

Ayşe Burcu Arslan Demirtaş

Founder & Managing Director at ARS Consultancy



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