

NAVIGATING CREDIT EXCELLENCE

Post Event Report



16-17 Sep, 2025



Hyatt Regency Dubai



SUMMIT OVERVIEW

Dubai, UAE – September 2025 – The 4th Edition of the Credit & Collections Summit Middle East 2025, held in Dubai, witnessed groundbreaking attendance and overwhelming appreciation from the region's financial, fintech, and legal sectors. Organized by The Future Event Media & Productions and presented by Mani Company, with Powered by Partner ClearGrid, the summit brought together over 600+ Lenders and Creditors, 66+ distinguished speakers, 35+ Sponsors and solution providers, and hosted 400+ strategic 1:1 meeting.



600+

Lenders and Creditors

66+

Distinguished Speakers

35+

Sponsors and solution
provider

400+

Strategic 1:1 Meeting

Mani Company, the event's presenting partner, has over 30 years of expertise across contracting, collections, employment, maintenance, and urban development. Combining leadership, professionalism, and social responsibility, Mani Company continues to innovate and create added value while shaping the industries it serves.



Joined as the Powered by Partner, ClearGrid brought depth to the summit's vision. Specializing in end-to-end credit lifecycle management, automated borrower engagement, and AI-powered portfolio optimization, ClearGrid supports financial institutions in achieving compliance, efficiency, and measurable results across early-stage collections, legal escalation, and back-up servicing. Built around the central theme "Navigating Credit Excellence", the summit was a dynamic convergence of technology, regulation, and credit leadership. It featured deep discussions on transforming collections through AI, automation, LegalTech, cross-border strategies, and customer-centric recovery frameworks. Importantly, the summit also witnessed participation from regional regulatory and financial authorities, marking it as a key platform for public-private collaboration in shaping the Middle East's credit and collections landscape

KEY SESSIONS AND THEMES DISCUSSED

1

Future-Ready Collections Ecosystems – Focused on building agile, inclusive, and data-driven frameworks for GCC financial services.

2

AI & Automation in Credit & Recovery – Explored predictive analytics, generative AI, and automation to optimize debt recovery and customer engagement.

3

Cross-Border Debt Recovery Strategies – Highlighted harmonization, compliance, and global best practices.

4

LegalTech & Compliance Synergy – Addressed how legal automation and regulatory alignment improve dispute resolution and risk mitigation.

5

Human + Machine Collaboration – Stressed how AI tools, combined with human empathy, create efficient and customer-centric recovery environments.



NOTABLE SPEAKERS INCLUDED



Erwin Falkner
President of IACC



**Abdullah Ma'adi
Masud Al-Hajri**
CEO of Mani Funders
Debt Collection



**Dr. Abdulrahman
Abukhalid, LLB**
CEO of TheArabian
Giant Group, KSA



**Mohammad
Al-Khalili**
Chief Growth Officer &
Co-Founder at Cleargrid



Hitesh Masand
Chief Risk Officer at Hala
Financing



Ihab Aboulezz
Visionary Business
Leader and Founder of
Green Lines Group



**Asim
Shrivastava**
Chief Credit Officer,
Bank of Sharjah



Abdullah Alawi
Director of Revenue at
General Authority of Civil
Aviation - Saudi Arabia



**Shankar
Balasubramanian**
Senior Vice President, Business
Manager - Special Assets |
CCPL & Payments at
Mashreq Bank



Timofey Kostin
Chief Risk Officer at
Una Financial Group



**Thamer Al
Duligan**
Head of Credit at American
Express Saudi Arabia



Mousa Albahrani
MENA GM Credit & Collection
and RHQ GM at Future Pipe
Industries

and many more...

SUMMIT HIGHLIGHTS INCLUDED



400+ 1:1 Buyer–Seller Meetings

Facilitated direct business discussions and partnership opportunities.



Live Exhibitions

Showcased leading-edge technology in AI-driven collections, LegalTech, and compliance automation.



Interactive Panels & Fireside Chats

Fostered peer-to-peer learning and cross-sector collaboration.

Attendees applauded not only the agenda and speakers but also the execution, hospitality, and precision of the event.



A wonderfully organized summit with insightful discussions on AI, compliance, and collections best practices. The 1:1 meeting were highly productive.

— Thamer Al Duligan, Head of Credit, American Express Saudi Arabia

"The Summit provided valuable insights, excellent networking, and meaningful exchanges among industry peers."

— Norah Hadi Alqahtani, CEO, Mani Company



"Outstanding event with an impeccable organization. The panels and sessions were highly informative, and the networking opportunities were excellent."

— Mohammed Almashhad, Aman Debt Collection Company



THE 2025 AWARDS NIGHT

The summit concluded with a prestigious Awards Gala, recognizing excellence across individual, organizational, and solution provider categories.

INDIVIDUAL AWARDS



**Collections Maestro of the Year —
Abdullah Ma'adi Masud Al-Hajri**



**Digital Transformation Leader —
Mohammed Khalili**



**Best Trainer & Mentor — Dr.
Abdulrahman Abukhalid, LLB**



**Excellence in Compliance
& Risk — Hitesh Masand**



**Emerging Leader in Risk
Mitigation — Ihab Aboulez**

ORGANIZATIONAL AWARDS



**Trade Insurance Leader —
Etihad Credit Insurance**



**Most Contribution to Collections
Best Practices — Mashreq Bank**



**Excellence in Collections Strategy
& Execution — Reem Finance**



**Best Islamic Banking Collections
Practice — Alizz Islamic Bank –
Sultanate of Oman**

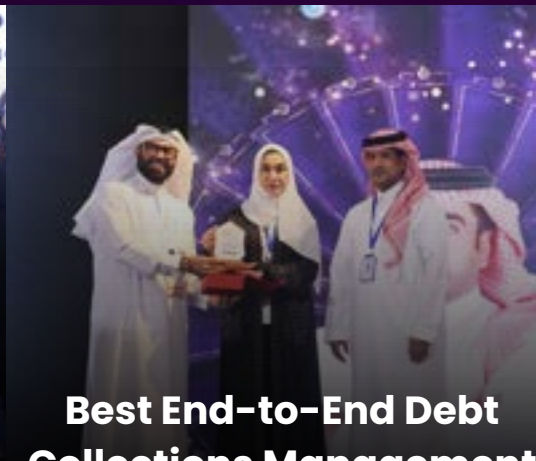


**Global Contribution to Collections Best
Practices — International Association
of Commercial Collectors (IACC)**

SOLUTION PROVIDER AWARDS



**Best Full Stack
Collection Platform
— ClearGrid**



**Best End-to-End Debt
Collections Management
Solution — Mani
Company**



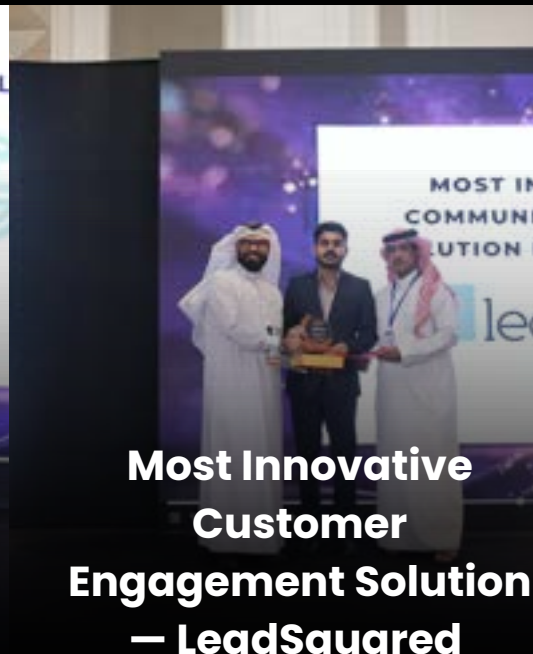
**Best Digital
Transformation
Platform in Collections
— ClearGrid**



**Best Collections
Business Process
Outsourcing —
Tafaseel Group**



**Best Selling Loan
Collections
Platform —
Credgenic**



**Most Innovative
Customer
Engagement Solution
— LeadSquared**



**16 Years of Cross-Border
Industry Transformation
Excellence — AW Holding
INT'L**

PARTNERS AND SPONSORS

Presenting Partner



Powered By



Platinum Partners



Collections Technology Partner



Fullstack Platform Partner



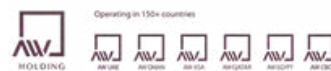
CPaaS Partner



Risk Mitigation Partner



Gold Partners



Silver Partners



Media Partners



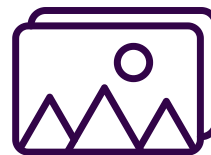


The 4th Edition of the Credit & Collections Summit Middle East 2025 firmly established itself as the region's go-to industry event for debt recovery, credit risk, and digital compliance innovation. By bringing together regulators, banks, fintech firms, and tech disruptors, the summit set the tone for a future where technology, trust, and ethics drive a resilient, customer-first, and AI-powered credit economy.

Website: <https://middleeast.collectionsummit.com>



GALLERY





GALLERY



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