



## ING STUDY TOUR VISIT – GLOBAL SME FINANCE FORUM 2019

### Overview of the visit:

Banking is rapidly changing. New regulations, a continuing low-interest rate environment and changing customer needs mean that banks need to adjust to stay a step ahead. Agile working is one way to respond to this. This involves forming flexible teams that make it possible to respond more quickly to customer feedback to improve the customer experience. During this Study Visit we present to you how we innovate and how we transformed our full organization to an agile way of working. We will visit ING Labs, which brings disruptive ideas to market by combining our knowledge and network with the knowledge and skills of others. And we will share with our guests how we developed our own unique innovation method, PACE. We will meet business squads in their day-to-day working environment and do a deep-dive on ING's platform approach and our partnership with 'alternative finance Fintech' Funding Options. The whole Study Visit will be very interactive and full of discussions on the bank of the future.

**Location:** ING The Netherlands, Building Acanthus, Bijlmerdreef 24, 1102 CT Amsterdam

**When:** October 9, 2019. 2PM – 6PM

**Subject/Topics:** Innovation – Agile Way – Business Banking – Alternative Finance

### Agenda

Time	Activity	Info
14.00 – 14.30	Informal Welcome at ING Labs (ING's Innovation Center in Amsterdam)	
14.30 – 14.40	Official opening of the study visit	Jack de Mooij, Area Lead Business Banking
14.40 – 15.10	ING's Transformation to an Agile Way of Working	Robin Riemsdag
15.10 – 15.30	ING + Partners, deep-dive on PACE, ING's unique innovation method and an explanation of our Agile Way of Working in real life	Debby Cools
15.30 – 15.45	Break	
15.45 – 16.05	Introduction to ING Labs	Adam Ayers
16.05 – 16.30	Case-study / deep-dive into ING's platform approach and our partnership with 'alternative finance Fintech' Funding Options	Jack de Mooij
16.30 – 17.00	Drinks and goodbye	

**About**

ING is a global full-service bank with a strong European base. Our 54,000 employees serve around 38.4 million customers, corporate clients and financial institutions in over 40 countries. Our purpose is to empower people to stay a step ahead in life and in business. Customer experience is what differentiates us and we're continuously innovating to improve it, with a clear focus on mobile and digital banking. We also partner with others to bring disruptive ideas to market faster. Recognized as one of Forbes magazine's most innovative companies, ING has a variety of ways of turning great ideas into products and services that customers really need. We also explore ideas and opportunities beyond traditional banking and are not afraid to scale-up our most successful projects.