

# MSC IN FINANCE – GUEST LECTURE

## Digital Transformation of Retail Banking and Wealth Management - Mobile App & e-KYC

**Speakers:** Ms. Olivia Lam, Director of Retail Finance Headquarter  
Mr. Jack Liu, Head of Digital Banking Department

**Date & Time:** 11:15 - 12:15, 29 September 2022 (Thursday)

**Venue:** MBG22

**Language:** English

**Content:** Sharing and Q&A; e-KYC is the one of the key initiative of “Banking Made Easy Initiative” ,which is driven by Hong Kong Monetary Authority, provides remote on-boarding and financial inclusion.

### Ms. Olivia Lam

Ms. Olivia Lam is currently the Director of Retail Finance Headquarters and Head of Retail Banking of CMB Wing Lung Bank, overseeing strategy and management of retail finance division, retail branch networking and wealth management products. She has experience in managing retail and private banking business, retail deposits products and secured loans, customer segment management and customer contact center.

Before joining CMB Wing Lung Bank, Olivia worked in various multi-national banks, including Citibank, ABN AMRO Bank and DBS Bank, with solid experience in retail banking, private banking and wealth management, specializing in providing banking services to offshore clients from Asia and Mainland China.

### Mr. Jack Liu

Mr. Jack Liu is currently the Head of Digital Banking Department of CMB Wing Lung Bank, overseeing digital channels and global securities trading service. Jack has over 13 years of proven track record in building digital channels and products underpinned by sales data analytics to drive top line, and technological tools to raise customer experience.

Before joining CMB Wing Lung Bank, Jack has worked in the headquarters of China Merchants Bank in Shenzhen, mainly on development of mobile APP.

All are welcome!  
Compulsory for MFIN Students

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