

MARCH 15-16 | VIRTUAL



# 4TH ANNUAL CLIENT ONBOARDING FOR BANKING VIRTUAL FORUM 2022

## SPEAKERS

**KRISTOFF ZAMMIT  
CIANTAR**

FOUNDER & CEO



KYCP

**PEDRO TABORDA**

HEAD OF DISTANCE & REMOTE  
BANKING



CAIXA GERAL DE DEPÓSITOS

**TOM DEVLIN**

SENIOR DIRECTOR -  
REGULATORY & PRODUCT



RISK SCREEN

**JOSINA KAMERLING**

HEAD OF REGULATORY  
OUTREACH EMEA



CFA INSTITUTE

**MAYANK SAXENA**

EA|CHIEF ARCHITECT & DATA  
MANAGEMENT



ABN AMRO

**FEDERICO PAROLA**

PRODUCT LEAD -  
TRUST SERVICES



NETS GROUP

**ELVIS CRESPO**

DEPUTY HEAD OF COMPLIANCE  
(CCO) & PROJECT MANAGEMENT  
OFFICE (PMO)



ICBC

**CELIA GARCIA CABALLERO**

PRODUCT OWNER - ENTERPRISE  
GLOBAL SOLUTIONS MANAGER



BBVA

**EWELINA BOGIEL**

TEAM LEADER - REGULATORY  
AND PROCESS TEAM|AML|CFT



mBank

**CHRISTOPHER NASON**

DIRECTOR, GLOBAL HEAD OF  
BUSINESS UNIT | AFC



DEUTSCHE BANK

**ARAVIND NARAYAN**

GLOBAL DIRECTOR, SALES  
READINESS, CUSTOMER AND  
THIRD PARTY RISK



REFINITIV

TBA

SENIOR REPRESENTATIVE



NORDEA

**PRASHANT SHARMA**

VP OF PRODUCT|DIGITAL  
IDENTITY



MASTERCARD

**EVA-MARIA HEES**

BUSINESS DEVELOPMENT  
EXPERT



ING

**CLARE ROWLEY**

HEAD OF BUSINESS OPERATIONS



GLOBAL LEGAL IDENTIFIER  
FOUNDATION (GLEIF)

**RADEK BASÁR**

TRIBE LEADER - CUSTOMER  
TRIBE



KOMERČNÍ BANKA, A.S

TBA

SENIOR REPRESENTATIVE



EU COMMISSION

TBA

SENIOR REPRESENTATIVE



INFOCERT

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# WHY TO ATTEND



## 4TH ANNUAL CLIENT ONBOARDING FOR BANKING VIRTUAL FORUM 2022

During these unprecedented times of Covid-19, there is a level of uncertainty in everything in our day to day lives. Here at Amistat Group we are committed to support our Client-Onboarding Banking & Finance community with an engaging event experience. Following the restrictions becoming more relaxed in some regions, we have decided to innovate our events and introduce them with both the physical and virtual aspects of conferences.

In lockdown? Company Policy stating no international travel? No problem, as our Hybrid solution means you can connect, network, and listen in to any of the sessions and networking areas just like you were there physically.

In this case to help organizations to thrive in the new environment, the webinar provides a practical overview of adaptive On-Boarding concepts.

**Client Onboarding** is one of the most critical functions for banks as it directly impacts client experience, servicing, and relationships – all of which, in turn, impact profits.

In this challenging economic environment, banks are expected to match each other quite closely in terms of product innovation and financial service offerings. A real difference will, therefore, lie in creating a high-quality first impression.

The financial institutions must deal with yet another aspect of the economic fallout-Customer Satisfaction. The global Banking landscape has been forever changed by the evolutionary credit crisis, leaving issues of trust, customers attrition, brand loyalty, and the resulting revenue declines trailing in its wake.

To ensure the success, financial institutions, while marshalling resources to raise capital and cut costs where possible, must not overlook their lifeblood-ongoing acquisition, optimization, and retention of the customers.

The bottom line is that financial institutions must improve customer experience to keep customers happy and satisfied.

## WHO SHOULD ATTEND

VPS, HEADS, DIRECTORS,  
MANAGERS, ARCHITECTS OF:

Client Onboarding Officer  
Digital Onboarding Officer  
Head of Identity and Access Management  
Head of Customer Experience  
Head of Digital Innovation  
Chief Digital Officer  
Head of Design  
Head of Digital Service Delivery  
Global Head of Client Solutions  
Customer Relationship Manager  
Marketing Director  
Business Development Director  
Head of Data and Analytics  
Chief Technology Officer  
Chief Fraud Management Officer  
Anti Money Laundering Officer  
MLRO  
Risk management Officer  
Head of Product Management  
Chief Information Officer

FROM

Banking  
Financial Services  
Financial Institutions  
Software Consultancy Regulatory Affairs  
Risk Solutions  
IT Vendors  
IT Infrastructure  
Enterprise Architecture Solutions

## FOR SPONSORS

Virtually meeting with key decision makers and qualified buyers during our exclusive conference with a great return on your investment. We offer a selection of sponsorship options that will increase the opportunity to develop new relationships during our events. Our sponsorship team can work with you to create an innovative sponsorship package tailored to the exact needs of you and your company which will suit your budget while maximizing your value.

Want to see our sponsorship packages?

Please contact [info@amistatgroup.com](mailto:info@amistatgroup.com) for more information

# SESSIONS



## 4TH ANNUAL CLIENT ONBOARDING FOR BANKING VIRTUAL FORUM DAY ONE 15/03/2022 CENTRAL EUROPEAN TIME (CET)

### Registration and Morning Coffee

08:00 - 08:45 CET

### Opening Remarks

08:45 - 09:00 CET

**LIAM BIRTWISTLE**  
HEAD OF PRODUCTION  
AMISTAT GROUP

### Digital Client Onboarding in Finance: Risks, Abilities & Restrictions

09:00 - 09:30 CET

- Digital KYC & AML – How Efficient & Effective is it?
- What are the Abilities Digital Onboarding Enables?
- What Risks & Restrictions can Affect the Process
- Rules & Regulations

**SENIOR REPRESENTATIVE**  
**EU COMMISSION**

### Digitising the Corporate Lifecycle within Banking

09:35 - 10:05 CET

- From on-boarding of corporate clients to remediation and ongoing due diligence
- Data Scraping - Company Source Register – reducing on-boarding pains and costs drastically
- Real-time, automated, tailored customer journeys – reducing risk whilst optimising compliance processes
- Centralising data of corporate clients across channels

**KRISTOFF ZAMMIT CIANTAR**  
FOUNDER & CEO  
AQBUX LTD – KYC PORTAL

### Networking & Refreshment Break

10:05 - 10:35 CET

### The LEI: A Swiss Army Knife for the World's Digital Economy

10:35 - 11:05 CET

- How Digital identity can help financial institutions and other supervised organizations make immediate gains in client lifecycle management and begin to develop innovative business identity services for their clients
- The LEI cryptographically bound to a company can replace the manual processes required to access and confirm an entity's identity
- Engaging in the Validation Agent operating model
- Equipping business clients with LEIs
- Case examples of how the LEI can be leveraged by Financial Institutions

**CLARE ROWLEY**  
HEAD OF BUSINESS OPERATIONS  
GLOBAL LEGAL IDENTIFIER FOUNDATION (GLEIF)

### Know Your Customer: Client Experience & Compliance in the Digital World

11:10 - 11:40 CET

- Digitization & Automation of KYC processes
- 6AML
- Real time & DIY
- Perpetual KYC

**CELIA GARCIA CABALLERO**  
ENTERPRISE GLOBAL SOLUTIONS MANAGER  
BBVA

### Shaping KYC future: Digital onboarding with eID

11:45 - 12:15 CET

- Why cross-border eIDV (Electronic identity verification) is a double-edge sword
- User-friendly and Modular: How fully digital eIDV can help you to issue your own eID
- eID advantages for KYC and beyond (identity verification, authentication, signing, payment)

**FEDERICO PAROLA**  
PRODUCT LEAD, TRUST SERVICES  
NETS GROUP

### Networking & Lunch Break

12:15 - 13:30 CET

### How to Keep a Human Touch in Digital Clients Management

13:30 - 14:00 CET

- Challenges of 100+ years old incumbent bank
- Path taken - lessons learned and new opportunities
- Toward a truly omnichannel customer experience

**PEDRO TABORDA**  
HEAD OF REMOTE BANKING  
CAIXA GERAL DE DEPÓSITOS (CGD)

### Meeting Tomorrow's Challenges with Digital Identity

14:05 - 14:35 CET

- How has the fraud landscape changed?
- How have customer expectations of onboarding experiences changed?
- How can your approach to digital identity secure the entire identity lifecycle, and enable best in class digital experiences

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### Networking & Lunch Break

14:35 - 15:05 CET

### The Future of Digital Identity is Now

15:05 - 15:35 CET

- Identity is the foundation of trust in a digital economy & is at the heart of nearly every digital interaction
- Immense Opportunities Enabled By Covid-19 in terms of how we live, work, and play..
- As the economy & society move from a world where interactions were physical and based on paper documents, toward a world that is primarily governed by digital data and digital transactions, our existing methods of managing identity and data security are proving inadequate. Large-scale fraud, identity theft and data breaches are becoming common
- If we can create an Internet of Trusted Data that provides safe, secure access for everyone, then huge societal benefits can be unlocked, including better health, greater financial inclusion, and a population that is more engaged with and better supported.
- Building up digital trust unlocks valuable benefits for everyone, including increased satisfaction, engagement, and customer lifetime value.
- Access to a user-centric digital identity will unlock new and enhanced experiences for people as they interact with businesses, service providers, and communities

**PRASHANT SHARMA**  
VP OF PRODUCT|DIGITAL IDENTITY  
MASTERCARD

### Digital identity & Its Usage for Online Onboarding

15:40 - 16:10 CET

- How digital identity is adopted in Komerční banka and Czech Republic?
- What are the typical use cases? What it requires? Online client onboarding example.
- What are the major limits for its faster adoption and wider usage?

**RADEK BASÁR**  
TRIBE LEADER – CUSTOMER TRIBE  
KOMERČNÍ BANKA

### DeFi & Blockchain – The Future of Finance

16:15 - 16:45 CET

- Digitization & Automation of KYC processes
- 6AML
- Real time & DIY
- Perpetual KYC

**SENIOR REPRESENTATIVE**

### Panel Discussion: Where is the Future of Banking Taking us? What are the Technologies that are and Will be Available to us in the Recent Future?

16:45 - 17:15 CET

### End of Day Two and the Conference Closing word from the Chair

17.20 CET

# SESSIONS



## 4TH ANNUAL CLIENT ONBOARDING FOR BANKING VIRTUAL FORUM DAY TWO 16/03/2022 CENTRAL EUROPEAN TIME (CET)

### Morning Coffee

08:30 - 08:50 CET

### Opening Remarks

08:45 - 09:00 CET

**LIAM BIRTWISTLE**  
HEAD OF PRODUCTION  
AMISTAT GROUP

### Future of Finance Post-COVID: Challenges & Opportunities

09:00 - 09:30 CET

- An Overall look at What Covid has Negatively Impacted in Finance
- An Overall look at What Covid has Positively Impacted in Finance
- Digital Transformation forced by COVID
- Lessons Learnt so far from the Crisis
- What is the Future of Finance Post-COVID

**JOSINA KAMERLING**  
HEAD OF REGULATORY OUTREACH EMEA  
CFA INSTITUTE

### The future of KYC: A FinTech Perspective

09:35 - 10:05 CET

- As financial services digitalise, what is the biggest challenge they face when it comes to combatting financial crime?
- With this ever-increasing fincrime and fraud backdrop, how can data and technology help fight this? What should digital banks be after from a solutions perspective for their KYC?
- What is your view on the future of fraud and financial crime prevention? Do we envisage a convergence of fraud, AML?

**ARAVIND NARAYAN**  
GLOBAL DIRECTOR, SALES READINESS,  
CUSTOMER AND THIRD PARTY RISK  
REFINITIV

### Networking & Refreshment Break

10:05 - 10:35 CET

### Challenges & Opportunities of Artificial Intelligence in Banking - Can Banks Meet the AI Challenges?

13:30 - 14:00 CET

- Regulation Issue and ethical aspects
- Applications of Artificial Intelligence for AML&CFT Compliance and in AML/KYC Processes
- Use of AI technology to improve back-office processes and customer experiences
- New generation of KYC/AML Tools?

**EWELINA BOGIEL**  
TEAM LEADER - REGULATORY AND PROCESS  
TEAM|AML|CFT  
mBank

### Beyond Due Diligence – Thoughts on Key Issues to Address when Onboarding

11:10 - 11:40 CET

- The application of open source intelligence
- Limits on technology – typical obstacles
- The human factor
- Understanding and contextualising the risk

**CHRISTOPHER NASON**  
DIRECTOR, GLOBAL HEAD OF BUSINESS UNIT |  
AFC  
DEUTSCHE BANK

### The Benefits of a True Risk-Based Approach to Digital Onboarding

11:45 - 12:15 CET

- TBA

**TOM DEVLIN**  
SENIOR DIRECTOR - REGULATORY & PRODUCT  
RISKSCREEN

### Networking & Lunch Break

12:15- 13:30 CET

### Case Study: Regulations of Onboarding Cross Border & International Clients at ICBC

13:30 - 14:00 CET

- AML/KYC Across Multiple Countries with Different Regulations
- Risks Associated with Cross Border/International Onboarding of Clients
- Guaranteeing Compliant AML Due Diligence and at the Same Time, Provide Efficient Onboarding that Creates a Positive Experience for Potential Clients

**ELVIS CRESPO**  
DEPUTY HEAD OF COMPLIANCE (CCO) &  
PROJECT MANAGEMENT OFFICE (PMO)  
INDUSTRIAL & COMMERCIAL BANK OF CHINA

### Face Recognition On-boarding & Authentication platform

14:35 - 15:05 CET

- What are the main features of the SDK?
- What is a Liveness Detector?
- GDPR Compliance

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### Networking & Lunch Break

14:35 - 15:05 CET

### Face Recognition On-boarding & Authentication platform

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### KYC Digitisation & Optimisation at ING

15:40 - 16:10 CET

- Optimising the Work Flow for KYC Process's & Procedures
- Onboarding & Integrating a Recently Acquired Start-up to Improve Digitalisation
- Challenges in Integrating a Start-up in to the ING Business

**EVA-MARIA HEES**  
BUSINESS DEVELOPMENT EXPERT  
ING

### Developing Engaging Digital Services Using Data-Driven Approach

16:15 - 16:45 CET

- Customer Centric & Data Driven Product Development
- Develop Digital Services with Cross-Functional Teams
- A Practical Approach

SENIOR REPRESENTATIVE  
NORDEA

### Onboarding Clients: The Different Eco-systems between B2C & B2B Onboarding

16:50 - 17:20 CET

- Solutions & Eco-Systems – Which should be Implemented, Where & Why?
- What Eco-Systems are used for B2C & B2B: A Compare & Contrast
- What Eco-System Works Best for Each

SENIOR REPRESENTATIVE  
SENIOR REPRESENTATIVE

### Panel Discussion: Different Banks & Financial Institutions are at Different Stages of Digital Development; Are there General Guidelines that Could Help Speed up this Process

17:25 - 17:55 CET

SPEAKERS FROM DAY TWO

### End of Day Two and the Conference Closing word from the Chair

17:20 - 17:30 CET

# WHO ATTENDED



## 4TH ANNUAL CLIENT ONBOARDING FOR BANKING VIRTUAL FORUM 2022



## FOR SPONSORS

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4TH ANNUAL CLIENT ONBOARDING FOR BANKING  
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**MARCH 15-16 | VIRTUAL**

# 4TH ANNUAL CLIENT ONBOARDING FOR BANKING VIRTUAL FORUM 2022

Here at Amistat Group, we believe in the importance of shared knowledge and experience, especially now during these trying times of crisis where it is difficult for this knowledge and experience to be shared. This is why we have teamed up with Silicon Valley based Virtual platform company, Whova. To bring the experience and knowledge straight to you anywhere in the world, be that from the comfort of your home office or in your respected companies office. Our range of Virtual events will bring the industry leaders from the industry leading companies together to discuss the important topics affecting your industry, these industries ranging from: Machinery & Off Highway development to Pharmaceuticals & Manufacturing and everything in between.



## About Whova

Whova is an all-in-one event management solution that makes events modern and trendy, attracts and engages attendees effectively, and helps event organizers save time when managing event logistics. Whova's platform consists of an award-winning event app, easy online registration, powerful event marketing, and time-saving event management tools

## Whova for Attendees

Whova provides many benefits for you as an attendee. You receive all the information for the event in one convenient location including:

Agenda for the event, list of all the attendees at the event, direct links to the sessions, specific tabs for exhibitors and sponsors, direct messaging with all attendees, Speakers & exhibitors and a community tab where deep conversation with your peers can happen in a round table format. Attendees are able to network like never before by being able to do such things as: Scanning business cards and storing the contact information, as well as exchanging contact and company information digitally. Please see the link for more information on the benefits for attending a event held on Whova & also the benefits of using the mobile application <https://whova.com/faq/why-should-i-download-whova-app/>

## Benefits for sponsoring an event on Whova

Whova provides features for you to promote your business, product and service with customized logos, links, and streaming Options. Whilst it also supports advertisements with banners running on the app at all times. Have your advertisements visible to your attendees before, during and after the events, as well as having full analytics to see the amount of people viewing your virtual Booth or sponsor page and having direct contact with all the attendees and speakers at the event.

You can easily set up your own company descriptions, photos, coupons. At the same time, sponsors can set up video presentations, either by attaching a livestream link or uploading videos. What's more, sponsors can directly interact with attendees on the profile page with instant messages.

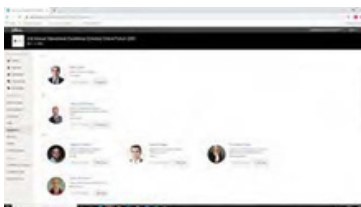
This direct engagement can give attendees a strong idea of the advantages of your company, as well as developing positive relationships that can lead to potential future business and partnerships.

See Link for a full description of Sponsoring an event on Whova and its benefits

<https://whova.com/blog/whovas-new-sponsor-center-helps-bring-great-roi-virtual-event-sponsors/>

## Using whova's Mobile Application & its benefits

Please see <https://whova.com/faq/why-should-i-download-whova-app/> for full details on the benefits of using the mobile application.



## FAQ AND IMPORTANT INFORMATION

AT AMISTAT GROUP WE WE ARE ALWAYS HAPPY AND HERE FOR YOU TO ANSWER ALL YOUR QUESTIONS. PLEASE TAKE A MINUTE TO SEE IF THE ANSWER TO YOUR QUESTION IS ALREADY HERE.

- **How could I secure a place at the event?** To secure your place, please email us back your registration form (last page of the agenda) with the attendance details.
- **Could we register for the conference if we do not know the name of the attending delegate(s)?**
- Yes! Please email us the registration form without the name(s) of the attendees in the names section of the registration form please use "TBA" (to be announced). The name(s) can be provided up to 1 week prior to the event.
- **Could I register online?** Sure! Please provide the full details on the online registration page and your contacts. We will contact you promptly to assist you on how to proceed with the registration.
- **How Could I pay?** We accept payment via bank transfer. We also accept VISA, Mastercard and Diners. Once we receive your registration, we confirm your place and send you the invoice with the payment options.
- **Would I get access to the presentation after the conference?** Yes, all presentations will be made available to participants approximately 7-10 days after the conference. You will receive an email from our operations to download the slides in PDF format.
- **Would the sessions be recorded? Would I get access to the presentation after the conference?**  
Yes, all sessions will be made available to participants approximately 7-10 days after the conference. You will receive an email from our operations to download the videos. They will also stay available approximately 3 months after the event dates so you could always come back to them and watch again.
- **What is the difference between 'Vendor' and 'End User'?**  
**Vendors** are companies who mainly provide software solutions whose aim of attending the conference is to find clients/business partners who are interested in their solutions while consultants are also attendees who attend the event to find new clients, while **End Users** are attendees who attend the conference to listen to the speaker's presentations and network to get new ideas for their companies.
- **Could you please clarify the difference between the three options tickets? End user/Vendor/Session recorded? And what is included in either online or recorded session?**  
**The End user & Vendor online passes include:**
  1. Real Time online attendance to the event, participating in all live session, participation to the QA session and virtual networking breaks, polls, surveys, panel discussion, group chats, networking and session recordings.
  2. All the session will be recorded, uploaded to the platform after the event (within 7-10 days post the event dates), you will also have access post-dates so you can always come back to them and rewatch for approximately 3 months after the event dates.
  3. The online attendance package includes the option to download the presentations.
  4. The online attendance package includes the option to download the recorded sessions.

**The session recorded package** will be just that, offline access post event date, with access to PDF Presentations and recorded video sessions.
- **Do we need to pay additional €899 for recording of sessions or is for those delegates who are unable to attend the forum but still would like access to the material and the discussions?**  
No, the delegates who are paid delegates but cannot make the live sessions will have full access to the on-demand service which will be set up one week after the event.
- **Is substitution possible?** In case you will not be able to attend the event after registration, it is possible to nominate a substitute to replace you for no extra cost. The name of the substitute to be provided 7 days prior to the event.
- **What is the time zone of the event?** The time zone of our events is **CET** (Central European Time) unless stated otherwise.



# REGISTRATION FORM

## BOOKING LINE:

Please send your completed registration form by email to:  
Amelia Ross  
amelia@client-onboarding-forum.com  
T: +420 216 216 676



Amistat  
GROUP



## REGISTRATION PACKAGES

END USER DELEGATE - 2 Day Online Conference	€1499
VENDOR DELEGATE - 2 Day Online Conference	€1999
SESSION RECORDED PACKAGE	€899

The End user & vendor passes include online access to all presentation for the two days including live Q&A sessions, polls, surveys, panel discussion, group chats and session recordings.

## DELEGATE DETAILS

NAME	NAME
POSITION	POSITION
EMAIL	EMAIL
NAME	NAME
POSITION	POSITION
EMAIL	EMAIL
NAME	NAME
POSITION	POSITION
EMAIL	EMAIL
COMPANY	
ADDRESS	
PHONE	
VAT	
DATE	
SIGNATURE	

By signing this document you agree that your information will be shared with conference attendees only for networking reasons.

By signing this document you agree that your information will be used by the conference organizers for processing your registration. Part of the registration, is processing your email on a 3rd party events management platform.

No other 3rd Party will have access to these details except for processing your registration in line with GDPR. If you have any questions, please contact [info@amistatgroup.com](mailto:info@amistatgroup.com)

## TERMS AND CONDITIONS

By sending this form, I confirm that I have read and accepted the and conditions detailed below.

### Payment Terms:

Payment is due in full and is required within five (5) business days from the registration date. It includes lunches, refreshments and detailed conference materials.

Full Payment must be received prior to the conference date, otherwise Amistat Group reserves the right to reject the attendance.

### Substitution, Cancellation and Postponement Policy:

Substitute delegates are welcome at any time providing adequate notice, typically three (3) business days. No extra charges will be imposed.

All registrations carry 50% cancellation liability once signed registration form has been received by Amistat Group. Considering that the full payment is already received by Amistat Group and the client is unable to attend, cancellations shall be received in writing not less than ten (10) days prior to the conference, the client will receive a 80% credit note valid for 1 year to be used at any other event held by Amistat Group within one year from the date of issuance of such credit. Amistat Group is obliged to inform the client of the upcoming events. 20 % of the registrations fees will be retained by as a registration processing charges. The client will still receive the documentation package of the conference regardless of the attendance status.

Should Amistat Group postpones or cancels an event for any reason, the registered client will receive a 100% credit note valid for one year to be used at any other Amistat Group event within 12 months from the date of issuance of such a credit note.

Amistat Group is obliged to inform the client of the new dates of the postponed event and the other upcoming events. Amistat Group carries no liability because of such postponement or cancellation. Further claims are excluded.

### Copyright:

All Intellectual Property rights in all materials produced or distributed by Amistat Group in connection with this event is expressly reserved and any unauthorized duplication, know-how, trademarks, registered designs, publication or distribution and inventions provided by Amistat Group is strictly prohibited and will be governed in accordance with the law of the Czech Republic.

### Data Privacy and Protection:

The customer consents that the data submitted in the registration form are correct, the data will be treated as highly confidential, will be kept and used only by Amistat Group.

Amistat Group are obliged not publish, distribute, sell or make them available to any other parties.

Amistat Group claims that it protects personal data in accordance with law. By registering for one of our events, you give us permission to keep you informed of future events and content within your field of interest.

We will only send the relevant information (by email, or phone).

If you wish to subscribe, and for for more information regarding how we use your data, your rights and our privacy policy, please send an email to [info@amistatgroup.com](mailto:info@amistatgroup.com) or [dpo@amistatgroup.com](mailto:dpo@amistatgroup.com)

### Force Majeure:

Please note that while speakers and topics were confirmed at the time of publishing and every effort will be made to adhere to the advertised package, unpredictable circumstances might force substitutions, or cancellations of the speakers and/or topics. Amistat Group reserves the right to modify the panel of speakers and/or topics whenever seen necessary without any liability whatsoever.

Amistat Group is obliged to notify any substitutions or alterations to the event agenda and the website. Further claims are excluded. Amistat Group carries no liability whatsoever in the case of extraordinary circumstances, such as and not limited to, Act of God, natural disasters, war, flood, extreme weather that hinders performance of the event in the condition impossibility or impracticality.

If the event's delegate attendee is required to change their attendance option, for example from in-person/hybrid delegate to 'online/virtual delegate, due to extraordinary reasons such as changing epidemic restrictions/regulations and so forth, including but not limited to, force majeure events, the client will be refunded the difference between the attendance option rates within 10 days.