



Conference Venue

Lotte New York Palace 455 Madison Ave, New York, NY 10022, United States

Villard Ballroom

Time	Event	Speaker
08:30-08:55	Registration	
08:55-09:00	Introduction	Rafael Arana - Chief Operating Officer & Chief Financial Officer
09:00-09:10	Opening Remarks	Carlos Hank- Chairman of the Board Marcos Ramírez- CEO
09:10-09:25	Nearshoring Opportunities	Alejandro Padilla - Chief Economist Officer
09:25-09:35	Wholesale Banking	Armando Rodal - Managing Director of Wholesale Banking
09:35-09:50	Personal Banking and SMEs: A Customer Experience Journey	Rafael Arana - Chief Operating Officer & Chief Financial Officer
09:50-10:20	Risk model, results, and how it is sustainable Capital notes position and regulation	Gerardo Salazar - Chief Risk Officer Rafael Arana - Chief Operating Officer & Chief Financial Officer
10:20-10:45	Break	
10:45-10:55	Hyper-personalization	Rafael Arana - Chief Operating Officer & Chief Financial Officer
10:55-11:05	ESG	Carlos Hank- Chairman of the Board
11:05-11:10	Financial Targets	Marcos Ramírez- CEO Rafael Arana - Chief Operating Officer & Chief Financial Officer
11:10-11:20	Closing Remarks	Carlos Hank- Chairman of the Board Marcos Ramírez- CEO
11:20:11:50	Q&A	Management Team