

Fintech Delivery Panel

Agenda and Papers for fourth meeting: 6 December 2017

Date: Wednesday 6th December 2017

Location: 71 Queen Victoria St, London EC4V 4AY

Time: 1000 – 1200

Attendees:

1. Eileen Burbidge, Partner, Passion Capital (**Chair**)
2. Anil Stocker, CEO, MarketInvoice
3. Kaushalya Somasundaram, Head of Fintech Partnerships and Strategy, HSBC
4. Charlotte Crosswell, CEO, Innovate Finance
5. Matt James, Head of Scouting UK & Europe, RBS
6. Michael Harte, Group Head of Innovation, Barclays
7. Paul Rippon, Deputy CEO, Monzo
8. Philip Brown, Head of Policy, LV=
9. Anna Wallace, Innovate Head of Department, FCA
10. Sigga Sigurdardottir, Chief Customer and Innovation Officer, Santander UK
11. Claire Calmejane, Director of Innovation and Digital Centre of Excellence, Lloyds Banking Group
12. Ed Molyneux, CEO, FreeAgent
13. James Chappell, CTO, Digital Shadows
14. James Varga, CEO, The ID Co.
15. Will Thorne, Innovation Leader, The Channel Syndicate
16. Thomas Price, Head of FinTech, Banking and Credit Team, HMT
17. Serge Taborin, Group Digital Innovation Director, Aviva
18. Martin Cook, General Counsel, Funding Circle
19. MB Christie, COO, Tech City UK
20. Laura Coffey, Head of Fintech, Tech City UK
21. Greg Michel, Senior Programme Manager, Fintech, Tech City UK
22. Francesca Porter, Legal Counsel, Onfido - *guest*
23. Ewan Willars, Director, Retail, UK Finance - *guest*
24. Sameer Gulati, Head of Policy and Regulation, Innovate Finance - *guest*

Apologies

1. Eamon Jubbawy, COO, Onfido (**Deputy Chair**)
2. Chris Pond, Vice Chair, Financial Inclusion Commission
3. Taavet Hinrikus, CEO, Transferwise
4. David Raw, Head of Banking and Credit Team, HM Treasury
5. Alice Newton-Rex, VP of Product, WorldRemit
6. Anne Boden, CEO, Starling Bank
7. Erez Mathan, COO, GoCardless

Agenda

1	1000-1005	Welcome from the Chair	Discussion	Eileen Burbidge
2	1005-1015	Migration Advisory Committee - Fintech response	Discussion	Charlotte Crosswell
		<ul style="list-style-type: none"> • Update on the Innovate Finance work in this space 		Sameer Gulati (guest)
3	1015-1025	Skills & Talent working group	Discussion	Michael Harte
		<ul style="list-style-type: none"> • Connect with Work reporting on people placed in FDP companies • Update on immigration package support • Update on x-fintech graduate training programme 		
4	1025-1045	Verified ID working group	Discussion	Francesca Porter (guest)
		<ul style="list-style-type: none"> • Update on group composition and draft paper 		
5	1045-1100	Fintech Toolkit working group	Discussion	Matt James
		<ul style="list-style-type: none"> • Update on forward plan on Standards development 		
6	1100-1110	Insurtech working group	Discussion	Will Thorne
		<ul style="list-style-type: none"> • Update from 1st meeting - 2nd November 		
7	1110-1115	Fintech Inclusion working group	Discussion	Laura Coffey
		<ul style="list-style-type: none"> • Delivery of Fintech For All competition 		
8	1115-1125	Access to capital deliverables	Discussion	Claire Calmejjane
		<ul style="list-style-type: none"> • Update 		

9	1125-1130	International / FSTIB update <ul style="list-style-type: none">• Update on FSTIB work to date and forward plan	Discussion	Sigga Sigurdardottir
10	1130-1155	Planning for 2018 <ul style="list-style-type: none">• Membership of main panel• Membership of working groups• Approach for 2018	Discussion	Eileen Burbidge
11	1155-1200	AOB	Discussion	All

Agenda Item 1 – Migration Advisory Committee - Fintech response

FOR DISCUSSION

NB this is part of the Skills & Talent working group's focus

- Update from Innovate Finance on the Fintech and the Future Immigration System Research
- **Aim:** Understand the potential impact of Brexit and future immigration policy on the FinTech sector.
- **Scope:** creating a baseline of where the sector is going in terms of growth areas, and demand for skills and workers, and to outline existing state of play re: immigration policy and impact on sector, and how future immigration policy scenarios may look.
- **Approach:** Desk-based research, survey, structured interviews & labour market economic modelling.
- **Output:** Data framework and quants to be fed into MAC. Broader policy piece to be fed into HMG - Immigration white paper / Bill.
- **Update:** By 6th Dec will provide headline findings. The aim is to have data analysis done this side of the year. Innovate Finance would like to engage with FDP on the policy recommendations to be developed Q1 2018 - ensuring alignment between IF, Tech Nation, FDP, NAG etc.

Agenda Item 2 – Skills & Talent working group

FOR DISCUSSION

Working group members

1. Michael Harte, Barclays (chair)
2. Charlotte Crosswell, Innovate Finance
3. Martin Cook, Funding Circle
4. James Vaga, the ID Co. (supported sometimes by Andrew at ID Co.)
5. Ryan Farley, Judo Payments (non-FDP member)
6. Kyle Redelinguys, Bvnk (non-FDP member)
7. Additional support from Barclays Connect With Work colleagues: Kevin Jennings and Jumu Choudhury, Secretariat support from Richard Thompson

FinTech and the Future Immigration System Research

- See update above (agenda Item 1)

Connect with Work

- A number of fintech companies on the FDP have been reached out to with 10 vacancies identified. Ambition is to place 1 candidate by end of the year to create a

case study

- Challenge recognised that the skill set of candidates may not be suitable for many roles in fintech due to roles generally being specialist and not suited to candidates backgrounds
- Potential to review progress end of Q1 2018 and decide whether it is worth adding another focus area to the Talent and Skills work scheme

Fintech Graduate cross-cohort programme

- Funding Circle are in conversations with potential providers to consider a pilot cross-cohort graduate training programme across various fintech companies. This would reduce individual L&D overhead costs for participating companies whilst helping upskill graduates in the same way that in-house graduate training programmes work

Immigration package support

- Martin has been in touch with a number of immigration advisory professionals (who have experience with fintech clients) and is following up
- This is work in progress and the working group will consider what we think companies would like to see (listing of firms, an event or two or publications / mailing list with developments, free conversation or discounts etc.)

To consider going forward:

- Apprenticeships - to be developed - options to explore include the Hong Kong Monetary Authority's Fintech Career Accelerator scheme which provides internships for university / post grad students looking to work in fintech
- *Note that the Financial Services Trade and Investment Board (FSTIB) work on Skills & Talent focuses on highlighting the needs of FS employers to universities (more detail below)*

Agenda Item 3 – Verified ID working group

FOR DISCUSSION

Working group members:

- Eamon Jubbawy, Onfido (chair) (supported by Emma Jelley, General Counsel)
- Erez Mathan, GoCardless
- Sigga Sigurdardottir, Santander UK (supported by Stephen Dury, Director, New Business Models)
- Taavet Hinrikus, Transferwise (supported by Jessica Bilcock, Head of Policy)
- Paul Rippon, Monzo
- Ewan Willars, Director Retail, UK Finance (non-FDP member)

Onfido have drafted a paper and held the first meeting of the group on the 28th of November seeking members input on the draft. The paper will be shared at the first FDP in 2018. The group is aware that UK Finance are also working on ID and have invited them to join in order to avoid duplication of efforts.

Agenda Item 4 – Fintech Toolkit working group

FOR DISCUSSION

Working group members:

1. Matt James, RBS
2. Anil Stocker, MarketInvoice (supported by Bilal Mahmood, Head of Media Relations)
3. Sigga Sigurdardottir, Santander (supported by Francois Blanc, Head of Customer Experience)
4. James Varga, The ID Co.
5. Kaushalya Somasundaram, HSBC (supported by Darren Goucher / Nadim Lattouf)
6. Additional support from Nick Flemming, BSI, Steven Wilson, BSI, Gus MacFarlane, Barclays, Matt Field, UK Finance and Daniel Chen, Lloyds Banking Group
7. Christoph Rieche, CEO, iwoca and Colin Goldstein, Head of Partnerships, iwoca (non-FDP members)

Approach

- The 'Fintech Toolkit' working group believe that many fintech companies could be better 'readied to partner' with FS institutions by understanding what they need and by having the answers and information available, and FS institutions could commit to best practice to make them easier to engage with
- We believe this would accelerate on-boarding and reduce time and cost to pilot and partner together - contributing to making the UK ecosystem more efficient and collaborative and therefore more attractive to fintech companies

Progress to date:

- Commissioned work with BSI to be jointly funded by the 5 FDP banks
- The first step is to agree a 'base document' which Matt James has drafted (circulated with the papers)
- Once this is agreed by the FDP it will be fed into the BSI's 'PAS' process and turned into a voluntary standard
- Fintech standards are being mapped at a European level under the umbrella of the CEN with the UK leading on the effort via BSI
- *Note that this standards work complements that of the FSTIB who have published a guide to partnering between fintech companies and incumbents (see update below)*

Agenda Item 5 – Insurtech working group

FOR DISCUSSION

Working group members:

1. Will Thorne, Innovation Leader, The Channel Syndicate, Chair (FDP)
2. Philip Brown, Head of Policy, LV= (FDP)
3. Serge Taborin, Group Digital Innovation Director, Aviva (FDP)
4. Christopher Beazley, CEO, London Market Group
5. Chris Sharpe, CEO, Kinsu
6. Steven Mendel, CEO, Bought By Many
7. Daniel Pender, CEO, Gryphon
8. Freddy MacNamara, CEO, Cuvva
9. Tom Powell, Business Executive, CBL Insurance
10. Vivek Banga, Chief Digital and Offshoring Officer, Arthur J. Gallagher & Co., Chair of BIBA's cross-industry Innovation Working Group
11. Matthew Cullen, Assistant Director, Head of Strategy, Data & Analytics, Association of British Insurers
12. Phoebe Hugh, CEO & Co-Founder, Brolly
13. Paolo Cuomo, Co-Founder InsTech London & Principal, Boston Consulting Group
14. Trevor Maynard, Head of Innovation, Commercial, Lloyds
15. Laura Coffey, Head of Fintech, Tech City UK
16. Greg Michel, Senior Programme Manager, Fintech, Tech City UK
17. Daniel Poxon, Insurance and Pensions, HMT
18. Euan McCarthy, Policy Advisor, Pensions, Markets & Insurtech, HMT
19. Gordon Baker, Future Sectors, Business Growth Directorate, BEIS
20. Louis Barson, Head of Future Sectors, Business Growth Directorate, BEIS
21. Alan Stewart, Insurance and Markets Team, HMT
22. Thomas Price, Head of Fintech, Banking and Credit Team, HMT (FDP)

What is the Insurtech Board?

- The Insurtech Board (IB) was created because the Fintech Delivery Panel saw a need to put in place a dedicated group to bring together key elements of the insurtech ecosystem
- Hitherto there has not been a single group that brought together incumbents, startups, market bodies, and other interested parties into a single, formal group.
- The IB is reacting to a number of issues identified by BEIS' recent insurtech workshops, various reports including BCG's London Matters and the recent City of London Value of Fintech document, together with crowdsourced pain points for the ecosystem
- A priority is to establish a common vision and framework to develop insurtech in

London and across the UK, in order to boost the UK's competitive position - other regions are pushing an insurtech agenda - such as Singapore, Australia, Germany and the US

- The IB is governed by the same terms of reference as the FDP and it reports into the main panel via Will Thorne

Three sub-working groups will progress the work over the next 6-12 months (NB working groups are still being formed):

1. To establish a common vision & framework to develop insurtech in London & across the UK, by building on our strengths in terms of marketing the UK offering
 - Members:
 - i. Paolo Cuomo
 - ii. Chris Sharpe
 - iii. Tom Powell
2. To improve on-boarding challenges between incumbent insurance businesses and startups by encouraging standardisation and fast track processes. Learning from work that the FDP is doing in this space to improve on-boarding between fintech companies and banks.
 - Members:
 - i. Matt Cullen
 - ii. Serge Taborin
3. To explore whether we can solve problems for insurtech startups through support / education offerings. The idea is to position the UK as the best environment to start an insurtech or as the best second market for startups already running.
 - Members:
 - i. Steven Mendel

Resource to support these groups is being identified - Tech City UK are in discussion with BEIS.

Agenda item 6 - Fintech Inclusion working group

FOR DISCUSSION

Working group members:

1. Chris Pond, Financial Inclusion Commission
2. Alice Newton Rex, WorldRemit
3. Serge Taborin, Aviva

Update

- The Fintech For All competition was announced in the Digital Strategy in April and delivered 7 months later on 15 November 2017
- Applications were encouraged from both B2C and B2B companies, that were headquartered in the UK, and the entry criteria was that the companies had to help people to:
 - a. Start actively saving and plan for the unexpected
 - b. Confidently manage their money and track day-to-day financial transactions
 - c. Understand and manage credit better
 - d. Identify and access more suitable financial products
 - e. Facilitate access to financial products through innovations in credit scoring and ID/address requirements
- 85 applications were received - triple our target - of which 63 in scope
- Teams from 6 companies competed to take the two prizes on offer (1) newcomer and (2) established fintech - they were asked to give a four minute pitch and answer questions in front of an audience of c.200 finance and tech professionals at the competition final at the Bishopsgate Institute on 15 November
- Keynote speeches were given by Eileen Burbidge and Chris Pond
- Mespo - a “robo money saver” - won the newcomer category. Mespo analyses a customer’s bank accounts and spots ways to save money, for example by switching to a cheaper energy supplier. The app can alert the user to all the available options in the market before switching on the customer’s behalf. The business makes money only if their customers make savings.
- Pockit, won the established fintech category and also won a special award from sponsor Experian. Pockit is a mobile banking app linked to a prepaid MasterCard offering many of the traditional banking services. The company targets those who find it difficult to get a mainstream current account. It now has 230,000 customers, 65% of its customers are over 35 and 30% of customers are recent arrivals to the UK.
- The runners-up also attended the final and had a chance to showcase their companies:
 - a. RoosterMoney - an app that helps families manage pocket money and allowances
 - b. LOQBOX - which helps people build their credit history, while they save for free

- c. Credit Kudos - a credit bureau that uses your financial behaviour to measure creditworthiness
 - d. Chip In - a mobile app that encourages saving in young people through the use of gamification
 - e. AID:Tech - a company that uses blockchain technology to deliver remittances and aid to the developing world, transparently
- The judges for the Fintech For All competition were David Haigh, Executive Director for UK Financial Capability at the Money Advice Service; Chris Pond, Vice-Chair of the Financial Inclusion Commission; Bindi Karia, Innovation Expert, Advisor and Super Connector and David Brear, CEO and Co-founder of 11:FS. (Reshma Sohoni was unable to attend to judge on the day but had been invited)
 - The finalists have been invited to a roundtable at No.10 to discuss policies in this area
 - We consider that we have now delivered against the vision statement: “showcase how fintech innovation can change the world for the better by launching a nationwide competition on financial inclusion and capability”
 - Tech City UK are producing a short analysis report based on the competition’s entries, to be released in December 2017
 - This working group will now be closed and no further work on financial inclusion is planned, *although the FDP may wish to contribute to the work of the recently announced HMT Financial Inclusion Policy Forum*

Agenda item 7 - Access to capital deliverable

FOR ACTION

Pitching / VC (not a working group but a deliverable)

1. Eileen Burbidge (with support from India at Passion Capital)
 2. Claire Calmejjane
- Planning has commenced for an "open" type of pitching event, open to any/all companies (first come, first-served), which reaches as many fintech companies as possible (but practically speaking approx 30 ish due to logistics) and the value to the startups is that they get direct 1:1 access (albeit brief!) akin to [speed dating \(speed pitching\)](#) to 2-4 different fintech-specific/-interested investors
 - Date / Venue - TBC e.g. Monzo Bank offices or Smarkets
 - Investors will be invited with the aim to secure at least 10 at partner level

- We will then issue an open call via social media to startups of "Fintech Open Office Hours" with one week to respond with company name, twitter handle, contact name and email address, 300 word limit for company description, amount of funding to be sought over next 6 months
- The first 30-50 to apply are given slots on the rota (and will be assigned to at least 3 different VCs, 15 mins each)
- Target investors will include:
 - Santander InnoVentures, Aviva Ventures, Balderton, BGF, Investec, Kindred, Connect, LocalGlobe, Index, Accel, Episode 1, Seedcamp, Octopus, Backed, Crane, MMC, Mosaic, Profounders, White Star, Kima, Passion, Others?
- India at Passion Capital is helping to organise the logistics

Agenda item 8 - International / FSTIB update

COORDINATION BETWEEN THE FDP, THE FINANCIAL SERVICES TRADE AND INVESTMENT BOARD (FSTIB) & INNOVATE FINANCE'S NETWORK ACTION GROUP

The secretariat meets quarterly to ensure there is no duplication between the groups and resolve issues where necessary. There were some potential areas of overlap identified that give rise to opportunities for joint working on key issues.

FSTIB work plan

- The work programme for FSTIB includes investment management, capital markets, trade with the US, India and China, and Insurance along with Fintech.
- In 2017 FSTIB's focus for fintech was to deliver:
 - (i) Publication of a [Guide to partnerships between financial services institutions and fintechs](#) - this includes case studies of institutions working with fintech companies and helping them understand the different ways they might interact with incumbents;
 - (ii) work with universities to help them better understand the skills that financial services employers are looking for and to optimise their courses accordingly
 - (iii) a US event with DIT around attracting mature FS talent into the UK financial services sector
 - (iv) work with the FCA and Ofcom to clarify which organisation regulates a number of upcoming trends in the fintech evolution

- The FDP Toolkit workstream builds on the FSTIB Guide which we will turn into a practical set of standards/guidelines and tools (see separate update for more detail)
- Note that the FSTIB also have a fintech steering committee to guide their actions (comprised of FDP members) which will help set their 2018 priorities in February 2018. It is expected that the group will continue to work on the fintech agenda and so good coordination will be ongoing through 2018 to ensure the two groups work programmes complement and do not duplicate each other

Network Action Group (NAG) work plan

The NAG have delivered their [Value of Fintech](#) report with KPMG and the FDP's work on the fintech thought leadership piece will follow up some aspects of this report, with a view across everyone who applied for our competition.

The NAG continue to support Innovate Finance' response to the MAC consultation (see update above).

With the incoming Lord Mayor, the NAG expects some more international activity around fintech for 2018 focused on raising our international profile.

Agenda item 9 - Planning for 2018

FOR DISCUSSION

- Our Terms of Reference allow the FDP to rotate membership once a year, and we know that a year is a long time to serve.
- So, if people no longer have capacity to be involved in the Panel please let us know so we can fill your places for next year

Agenda item 10 - AOB

FOR DISCUSSION

No papers

FOR REFERENCE

Fintech Delivery Panel – Finalised vision and deliverables

What we said in the vision	How we are progressing the action(s)
Design and test voluntary standards to reduce friction, making piloting products and services quicker and easier	Skills & Talent working group progressing work on standards
Explore mechanisms through which verified identity can be transferred between financial services organisations, piloting this through FDP members to establish the means to enable all UK consumers to use their identity securely across financial services	Eamon is setting up and leading a working group on this
Put in place a dedicated group to bring together key elements of the insurtech ecosystem Establish a common vision and framework to develop insurtech in London	Will Thorne is setting up and leading this working group
Design a programme to help ambitious fintech companies scale TCUK programme Contribute to auditing future job requirements in fintech Develop a fintech focus for the Barclays Connect with Work employability programme – this fills vacancies and reduces the barriers for young people seeking work	Skills & Talent working group - TCUK scaling programme - MAC response on future jobs (replaces future jobs audit) - Connect To Work employability programme
Explore possibility of delivering accessible package(s) from immigration legal firms and advisory services expressly for fintech skilled worker sponsorship and immigration support (TBC - for discussion)	Skills & Talent working group
Organise fintech VC open office hours (fundraising pitch sessions) or other events,	Claire Calmejane and Eileen co-leading

<p>e.g. Pitch10 (Pitch@11), perhaps as part of larger ecosystem event or HMT fintech Week</p> <p>Offer series of pitch clinics to help fintech startup founders approach and pitch to prospective investors - Claire CJ from Lloyds</p>	
<p><i>Showcase how fintech innovation can change the world for the better by launching a nationwide competition on financial inclusion and capability</i></p>	<p><i>Fintech For All competition working group</i></p> <p><i>Competition delivered 15 November 2017</i></p> <p><i>This action is now delivered and considered closed</i></p>