

Finovate Fall 2018 Summit Speaker Available for Comment:

Emerging technologies; AI in Customer Experience: Adding Value to Customer Experience with AI

What: The Finovate Fall 2018 summit series showcases the innovators and ideas at the forefront of banking and financial technology. Over 1500 attendees including financial institutions, start-ups, investors and solution providers will see cutting-edge banking, financial and payments technology from over 80 companies in unique, short-form demos and in this three-day event.

An additional fourth-day conference, the AI Fintech Summit, will take a deeper look into the current deployment of artificial intelligence (AI) and how financial firms are using data analytics, AI, ML Image, voice recognition and NLP to enrich their businesses. Attendees will gain key insights and examples of AI's impact in the investment universe and how organizations can prepare for the rise of automation with outstanding panels of industry experts, live-on stage interviews, and interactive debates.

Who: Steven Ramirez, CEO of Beyond the Arc, will speak at the **Emerging Technologies stage**, showcasing the latest movements and trends transforming the financial industry such as blockchain, bots, machine learning, internet of things, AR/VR, and cryptocurrency. On this stage, Ramirez will moderate in the panel discussion, **"Demystifying the Myth: Separating the Blockchain Hype from the Reality – The Good, the Bad and the Future of Money Supply"**

Ramirez will also help moderate the panel discussion, **"Debate: AI in Customer Experience: Adding Value to Customer Experience with AI"** during the AI Fintech Summit. Key topics Ramirez will discuss include using AI to improve customer experience in the fintech industry and how businesses can balance technology and human touch.

When: **Chair's Welcome/Panel Discussion:**

Wednesday, September 26th, 2018

1:30-2:00 PM

AI Fintech Summit:

Thursday, September 27, 2018

Chairman's welcome address:

8:50am - 9:00am (10 mins)

Panel Discussion:

1:30-2:00 PM

Where: Marriott Marquis Times Square
New York, NY