Trends in Receivables Management 2024 program

Registration

Section I.

08:55 - 09:00 Opening

Speaker:

Tamás Lencsés, Managing Director, EOS Faktor

09:00 - 09:20 Economic Outlook for Hungary from an Analyst's Perspective

Speaker:

István Madár, Senior Analyst, Portfolio

09:20 - 09:40 Receivables Management Trends From a Supervisory Perspective

Speaker:

Zoltán Monostori, Head of Prudential Modelling, Magyar Nemzeti Bank

09:40 - 10:00 EOS Debtor Customer Survey 2024

Speaker:

Patrik Karkecz, Business Support Senior Team Leader, EOS Faktor

10:00 - 10:20 Where to go next? The present and measurement of the business credit market through performance indicators

Speaker:

Viktor Nagy, CEO, BISZ Hungary

10:20 - 10:40 Qvik, How We Will Pay in the Future

Speaker:

Miklós Luspay, Director, Magyar Nemzeti Bank

Coffee break, networking

Section II.

11:10 - 12:00 **Customer experience, Data analytics, GenAI – do they have role in Collection?**
Customer Experience in Debt Collection

Using Internal and External Data to Enhance Debt Collection Efficiency

The Role of Generative AI in Debt Collection – Is It Relevant Now?

Speakers:
Tomasz Filipek, Senior Manager, GenAI Strategy & Transformation, Deloitte, Warsaw
Tamás Schenk, Partner - Strategy & Operations Consulting, Deloitte Hungary

12:00 - 12:20 **Case Study: Experiences with Implementing EOS ogGPT and the ELO Document Management System (Automation and Automated Processing)**
Speaker:
Péter Kelemen, IT and Innovation Director, EOS Hungary

12:20 - 13:00 **Corporate Panel Discussion: Challenges and Updates of Claims Management in 2024**
Moderator: **Dr. Dávid Varga**, Director, Unsecured collection directorate, EOS Hungary
Conversation participants:
dr. Gábor Miklós Barna, Head of Recovery Dept, Acting Head of Workout, CIB Bank
dr. Balázs Bodzási, Notary Public, Associate Professor
dr. Krisztina Hölczl, Head of Restructuring and Workout, MKB Bank
Gyula Petőh, Head of Retail Credit Collection Department, K&H Bank Zrt.

Buffet lunch