

## **OCC Feedback on Fintech presentation**

### **On content**

- Very useful to see a list of areas where traditional banks often “do poorly” leading to barriers to inclusion, and then how specific Fintechs are addressing those areas (in partnership with banks or as standalone service providers)
- This presentation put so many things into perspective that I have understood but not never thought of in such a methodical, useful format.
- I appreciated the way they grouped each FinTech and gave a top-line description of the company. At times it sounded like descriptions of the products were a regurgitation of marketing materials. It would be interesting to hear more about each company’s business model as well.
- Really appreciated the inclusion of criticism of one of the company models – would like to hear more about the conflict and controversy around some of these companies (though I accept that wasn’t necessarily the purpose of the briefing).
- More information on market share, overall volume, number of customers, etc. would be interesting.
- More information on geographic dispersion of customers is useful too, especially considering limitations of bank charters.
- A better understanding of how ‘start-up’-ish they are would be useful. Are these all VC-funded Silicon Valley companies burning through cash, or are some/any of them turning a profit on a sustainable business model?
- I would like to have heard more about which of these businesses are profitable.

### **On presentation**

- There was a lot of content that covered a great deal of ground. I would suggest slowing down, but I’m assuming the presenters went quick to cover everything in the time we had (which was appreciated).
- For a verbal presentation, it may be useful to have fewer examples and more in-depth.