

Pandemic Fuels Tech Inclusion in the Financial Sector

1. The main motto is to make financial services easy for consumers
2. Tech inclusion means the technology is supporting financial sector much better
3. One equally major contributor of exposure financial services is tech lending segment

How fintech is progressing in last 1 year?

Yashoraj to Irfan

1. To engage with enterprises that also need to be serviced and the infrastructure needed to bring those into institutions, we would compare equity market before exchanges
2. That kind of potential we can unlock if right kind of infra if we put in to enable corporates to institutions
3. Two to three perspective where tech market was powered
 - a. Product
 - i. Pandemic has thrown us as an opportunity for all of us to solve the problem of personal loans
 - ii. Collection was also a challenge
 - iii. CASHe is also solving problems for alternate data and underwriting
 - iv. We use a tech data to predict the behaviour
 - v. Pandemic was an blessed opportunity for us to question how well the predictions were working
 - b. Good work
 - i. Pandemic was a challenge and opportunity to liberate this trend
 - ii. Someone can bring their technology well
 - iii. Someone who can handle the risk well

How was the technology behaviour last 1 year?

Yashoraj to Vincent

1. A lot of work has transitioned from offline to online.
2. This is an amazing feature for us understanding more about crypto options in the world
3. NFC can facilitate global platform
4. The few things that are changing are
 - a. T-fi – traditional finance
 - b. NFC(near field communications)
 - i. It is nothing but transferring of money online rather than physical payment
 - c. Physical payment to crypto payments

As per SME perspective, how do you see Digital experience was there?

1. There's a lot of growth in digital payments during COVID as there's no physical interaction
2. Digital payments are happening in quick time as the customer need not wait for a hour

What is your perspective on physical banking in India in general?

1. Digital banking is growing at the rate of 22% compared to physical banking if we calculate from 2019 to 2024
2. In last few years, there's a lot of alternate financing
3. SME lending and Digital lending have become popular very well during pandemic
4. RBI has also given permission to use video KYC for SME lending
5. Pandemic is forcing SMEs to make a transition into digital lending

How do you see the importance of personalized customer experience scale available in the country?

Yashoraj to Anushi

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