



**FCI**

Facilitating Open Account – Receivables Finance



**BCR**



# Rebooting Your Factoring Practice for the Post COVID-19 “New Normal”

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29 September 2021

Virtual | 11:00 CET

# Welcome

To say that it has been an interesting and challenging last 12 months for the global factoring industry is an understatement. COVID-19 has challenged the industry in many ways almost impossible to imagine: SMEs being forced to close or operate under government imposed restrictions, overnight drop in demand in the B2B sector, remote working ramifications and a very uncertain near term for SME sectors globally. As we look to a new normal, what does the future hold for the global factoring industry? Opportunity? Threats? Or both? This session explores the opportunities for and barriers to the sector's growth and what we can expect to see in the new normal SME environment.

This webinar is designed to both educate and challenge leaders in the global factoring industry to think about how they can successfully lead the "rebooting" of their professional factoring and receivables finance practices in a post COVID-19 environment. Four unique areas of leading edge programming will be covered in this session.

Yours sincerely,

Peter Mulroy  
Secretary General  
FCI

## Company Profiles

### About FCI

FCI was set up in 1968 as a non-profit global association for factoring and receivables finance companies around the world. Today, FCI has grown into the world's representative factoring network, with close to 400 members in 90 countries, and member transactions representing nearly 90% of the world's international correspondent factoring volume. In 2018, FCI added two business lines: FCIreverse and Islamic International Factoring. At present, FCI is the global representative body for the Factoring and Receivables Finance Industry. FCI

offers three major areas of activities:

**CONNECT:** The business network supports cross-border factoring activities through which its members cooperate as export and import factors.

**EDUCATE:** FCI promotes and develops the best practices in both domestic and international factoring and related Open Account Finance products.

**INFLUENCE:** FCI promotes and defends the Industry with stakeholders and policy makers worldwide.

### About BCR Publishing

BCR Publishing is the world's leading provider of receivables finance market intelligence. We create and deliver essential news, reports and events, examining the future of receivables finance, factoring, alternative finance, supply chain finance, working capital management and trade receivables securitisation. BCR's global clients include the leading commercial banks, factors, invoice discounters, corporates, fintechs and AltFin platforms, credit

insurers, law firms, brokers and consultants. We also partner with the main industry trade bodies and developments banks.

BCR's *Finnovation* was formed to provide first class educational opportunities in the global factoring and receivables management industries. *Finnovation* is the result of constantly renewing creative thought and is the fuel to perpetual change. It complements a long term relationship with our clients. It *finnovates*.

Wednesday 29th September

11.00 - 11.10 **Opening remarks**

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**Presented by:**

**Peter Mulroy**, Secretary General, **FCI**

**Mark Mandula**, Principal, Finnovation, **BCR Publishing**

**Michael Bickers**, Managing Director, **BCR Publishing**

11.10 - 11.40 **Learning Module 1:**

**Impact of COVID-19 on the global factoring industry**

The initial part of the webinar takes a quick look at the impact of COVID-19 on the global factoring industry and SMEs. Five major impacts are presented:

- Change is accelerating and all SME need to prepare now
- The future will be led by humans
- Technology is driving change
- People are driving change
- Skills displacement that has occurred is causing changing careers on a more frequent basis

The global factoring industry must adapt to these rapidly changing forces shaping the future of the SME funding ecosystem.

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**Presented by: Mark S. Mandula**, Principal, Finnovation, **BCR Publishing**

11.40 - 11.50 **Q & A**

11.50 - 12.20 **Learning Module 2:**

**Human resource challenges faced by employees/owners/managers/suppliers to factoring firms due to the COVID-19 pandemic**

Never before in recent history has a single event as the COVID-19 caused massive and rapid change in the way we manage, operate, lead and mentor our employees, partners, clients, suppliers and others. The psychological aspects of the COVID-19 pandemic will be looked at and discussed in this module. This session will also identify and provide attendees with practical ideas and suggestions about how to best manage their global factoring firms in the "new normal".

- Leadership and communicating change
- Managing health and safety
- Operating under new demands
- Encouraging empathy policies/culture

A series of practical and useful questions will be provided to attendees for future use in their planning efforts.

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**Presented by: David Loseby**, MCI0B Chartered, FAPM, FCMI, FCIPS Chartered, FRSA, Managing Director, **Barkers Commercial Consultancy**, Former Director for Procurement (Group CPO), **Rolls Royce**

12.20 - 12.30 **Q & A**

12.30 - 13.00 **Learning Module 3:**

**Technology in the “New Normal” for the global financial services industry: a view from Silicon Valley**

The COVID-19 pandemic has accelerated the growth and pace of technology globally and the ability to harness the current and future tools in the new normal post-pandemic era will likely be one of the metrics that separate the survivors from others in the global receivables management industries. This session will look at what we can expect as technology and digitisation change the way we manage, serve and prosper over the near and long term time horizon.

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**Presented by: Michael Young**, Founder and CEO, **Photon Commerce**

13.00 - 13.10 **Q & A**

13.10 - 13.40 **Learning Module 4:**

**Panel: What is happening on the ground in the post COVID-19 world?**

Industry experts from all over the world will discuss what is happening with HR and Technology in the “New Normal”. The panel discussion will summarise the previous presentations including testimonials from senior executives working in the factoring industry.

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**Moderated by: Peter Mulroy**, Secretary General, **FCI**

**Panelists:**

**Andy Dodd**, Managing Director, **Hitachi Capital Invoice Finance, UK**

**Sudeera Harduth**, Open Account Finance Product Head, **Absa, South Africa**

**Simon Hitzig**, President & CEO, **Accord Financial, Canada**

**Michael Harte**, Global Head of Trade Receivables Products, **Standard Chartered, UK**

13.40 - 14.00 **Q&A and final panel with all speakers for open discussion**

**End.**

## Michael Bickers, Managing Director, BCR Publishing

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Michael Bickers is Managing Director of BCR Publishing Ltd, a specialist publishing company dedicated to the provision of market information on areas of receivables finance including factoring and supply chain finance, through books, the Internet (trfnews.com) and global receivables finance conferences and seminars. He is author of twelve editions of *Factoring in the UK*, a market report and guide to the UK factoring industry, (1993 – 2008, 2nd and 3rd editions, published by HMSO, other editions BCR); Editor of twenty-five editions of the *World Factoring Yearbook* (published annually by BCR since 1996 in association with FCI); Publisher of the *European Trade Finance Yearbook 2012* (BCR in association with EBRD); Editor and joint author of *A Review of Global Trade Finance and the Effects of the Current Financial Crises on Emerging Markets* - a report commissioned by the World

Bank, December 2008; Publisher of the *World Supply Chain Finance Report 2010 – 2021 and Receivables Finance Technology 2015 - 2021*; Chapter contributor of *Factors and Actors* (Peter Lang, 2018); Editor of *Equipment Leasing in the UK* (HMSO, 1995,1996); Editor of *Venture Capital in the UK* (HMSO, 1996); Series Editor, *International Business Intelligence Reports* (published by the Stationery Office Ltd), 1997. His views, opinions and findings have been printed in leading newspapers and journals including *The Financial Times*, *The Sunday Times*, *The Times*, *The Daily Mail*, *Daily Telegraph*, *Director Magazine*, *Accountancy Age*, *Business Age*, *Chartered Banker*, *Investors Chronicle* and *Export Today*.



## Simon Hitzig, President & CEO, Accord Financial

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In his decade at Accord, Simon has been a catalyst for change and a key member of the executive leadership team. Joining Accord as president of its non-recourse factoring division, he went on to structure and close three acquisitions, diversifying Accord's product offerings and strengthening its presence throughout the U.S. and Canada.

With a long career in the investment industry, Simon previously held executive positions in marketing, product development and distribution strategy at Goodman & Company Ltd., DundeeWealth, Inc., and Dynamic Funds. Simon is a graduate of York University and holds an MBA from Georgetown University.



## David Loseby, MCIOB Chartered, FAPM, FCMI, FCIPS Chartered, FRSA, Managing Director, Barkers Commercial Consultancy, Former Director for Procurement (Group CPO), Rolls Royce

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David has over 30 years' experience at senior executive/director level driving value and change through procurement and organisational transformation. David's varied background enables him to draw on not only his various global experiences, sector diversity and responsibilities within many public bodies as well as FTSE 100 companies but also the experience gained in the construction and property sectors at the beginning of his career. He therefore has a real feel for the commercial and business drivers of the corporate customer and the private trader. He also understands what it takes

to deliver sustainable bottom line results in the optimum time frame. He has just left his role as Director of Procurement at Rolls Royce (Group CPO). David's role there was part of Global Business Services (GBS) and a member of the leadership team spanning that group. The GBS procurement population is c.180 within GBS, with a total group indirect spend of c.£2.7bn and total group purchasing population of c. 900, and Group Spend of c. £8bn. David is currently studying a PhD at Norwich Business School (Social Sciences Faculty) in Behavioural Science & Applied Cognitive Psychology: Behavioural Procurement.



## Mark Mandula, Principal, Finnovation, BCR Publishing

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Prior to joining United Capital in 2000, Mark was Principal and Shareholder in an investment banking firm that completed over 200 bank industry mergers and acquisitions in a 13 year span. Following that, he was owner and CEO of a leading credit industry business and was nominated as an Entrepreneur of the Year. He currently manages strategic marketing and sales for his firm, including client lifecycle management, new client marketing, client retention, and business development. Mark is constantly seeking out new ways to better serve and reach entrepreneurial clients

nationally. He holds a BBA and MBA in Finance and recently received a Certificate in Private Capital Markets from Pepperdine University Graziadio School of Business, California. He has been actively involved in multiple non-profit boards including Eckerd College, Tampa Bay Research Institute and others. Mark is a regular speaker at international conferences all over the world and has had over 450 articles published online and ABA Banking Journal, Mergers & Acquisitions and other Industry publications.



## Peter Mulroy, Secretary General, FCI

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Peter Mulroy is Secretary General of FCI, the world's largest network of factoring companies, with its headquarters in Amsterdam, Netherlands. Peter was previously Senior Vice President, International Regional Manager and Managing Director with CIT. Peter is a past Chairman of FCI and has served on the FCI Executive Committee for over a decade. Peter has an MBA from Thunderbird, School of Global Management in Arizona. As Secretary

General, he assists banks, regulators and governments in educating the role and introducing the concept of factoring. He addresses audiences around the world on the subject of factoring and international trade and is generally regarded as an ambassador for the factoring industry.



## Michael Young, Founder & CEO, Photon Commerce

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Michael Young is the founder & CEO of Photon Commerce. Photon accelerates customer acquisition for fintech leaders by automating invoicing and payments using AI. It has processed USD 11b to date and is supported by the Nasdaq Center and Village Global, a venture firm funded by Jeff Bezos and Bill Gates. After dropping out of a Stanford PhD,

Michael led advanced R&D programs funded by the Department of Defense, created hundreds of jobs, raised USD 50m across his venture-backed startups, and took them to acquisitions.





# Registration

Factoring practices around the world are adapting to the 'New Normal' while facing a resurgence of COVID-19. Learn how to operate under these new demands in our latest webinar series 'Rebooting Your Factoring Practice':

- Major impacts on the global factoring industry
- Leadership and operating under new demands while prioritising the safety of your team
- Current and incoming digital tools for the receivables management industry
- Defining resources for growth in the COVID-19 era

**Register now!**

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## Pricing

EUR 395 (non-member)\*

\*For FCI member price, please contact FCI. Price listed excludes VAT

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## Registration deadline: 24 September 2021

*Places are limited.*

To book, please visit: <https://fci.nl/en/event/rebooting-your-factoring-practice-post-covid-19-new-normal>

If you have any questions, please contact FCI Secretariat: [fci@fci.nl](mailto:fci@fci.nl) or +31-20-6270306

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