

# 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**