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Breaking Banks Fintech

Breaking Banks Fintech Thursday at 12 Noon Pacific

May 28th 2015: Banking relationships- the good, the bad and the ugly

The growth of the Fintech sector and the plethora of new banking options has refocused banking habits on customer relations. Knowing customers can take away any part of their business with just a few clicks has created a marketplace where customers control their banking relationship as was never possible with the branch experience. So how do banks grow with this new customer focus? Today Brett talks with Tom Groenfeldt, freelance reporter focused on finance and technology to talk about the validity or value of banking relationships. Also, W. Michael Scott, CEO of FMSI will talk a

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Featured Guests

Guest Image

Tom Groenfeldt

Tom Groenfeldt is a freelance reporter who focuses largely on finance and technology including trading, risk, back office systems, big data, analytics, retail banking, international banking and e-commerce. His work appears at Forbes.com and in Banking Technology, Mondo Visione, The Financial News and International Finance Magazine. He also occasionally writes about art, architecture, photography and local businesses for publications in Wisconsin where he lives. He has an undergraduate degree in Russian history and politics from New College, Sarasota, FL and a masters in international relations from Rutgers Newark.

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Guest Image

David Birch

David G.W Birch is an author, advisor and commentator on digital financial services. He is Global Ambassador for Consult Hyperion (the secure electronic transactions consultancy that he helped to found), Technology Fellow at the Centre for the Study of Financial Innovation (the London-based think tank), a Visiting Professor at the University of Surrey Business School and holds a number of board-level advisory roles. Before helping to found Consult Hyperion in 1986, he spent several years working as a consultant in Europe, the Far East and North America. He graduated from the University of Southampton with a B.Sc (Hons.) in Physics.

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