

Organized By

**The future event**

# COLLECTIONS & RECOVERY

SUMMIT INDIA

**Digital-First Strategy In A  
Fast-Changing Landscape**

## POST EVENT REPORT

23<sup>RD</sup>- 24<sup>TH</sup> FEB, 2023

PRESIDENT, MUMBAI



Dear Guest,

On behalf of The Future Events, we would like to thank you for attending the debut edition of Collections & Recovery Summit – India 2023, hosted on 23rd – 24th February, 2023 at the Taj President Hotel, Mumbai.

The FinTech industry is confident of meeting the Reserve Bank of India's (RBI) November 30 deadline of implementing new digital lending norms on existing loans, but many firms face challenges in changing their existing business models and processes. RBI tightens norms for loan recovery agents. With companies still pacing through a recovery time, companies not only have to brace through these tough economic situations but also look at getting creative with their strategy with respect to recovery and collections. In the past few years there have been significant advancements in connectivity, support infrastructure, and digital awareness. The pandemic has helped push digital adoption at a much faster pace.

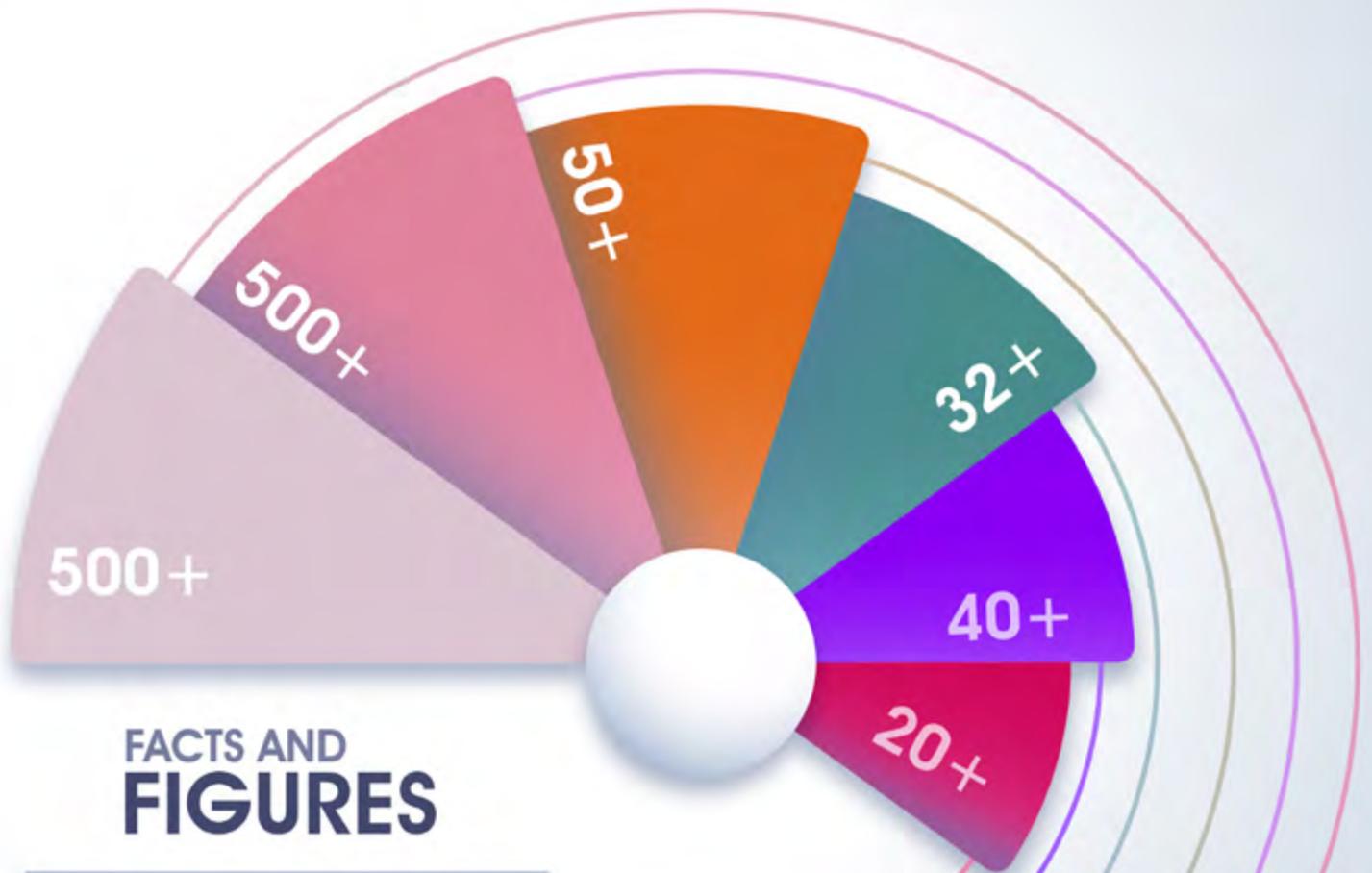
We hope this initiative offered you the opportunity to fully maximize your learning potential and encouraged you to take advantage of the extended networking opportunities, question & answer sessions, interactive panel discussions and in-depth presentations

We would also like to take this opportunity to thank our Partners for their association and support to make this event a great success. We hope that you are inspired and enjoyed the conference. We look forward to meeting you again in the future.

Best Regards,

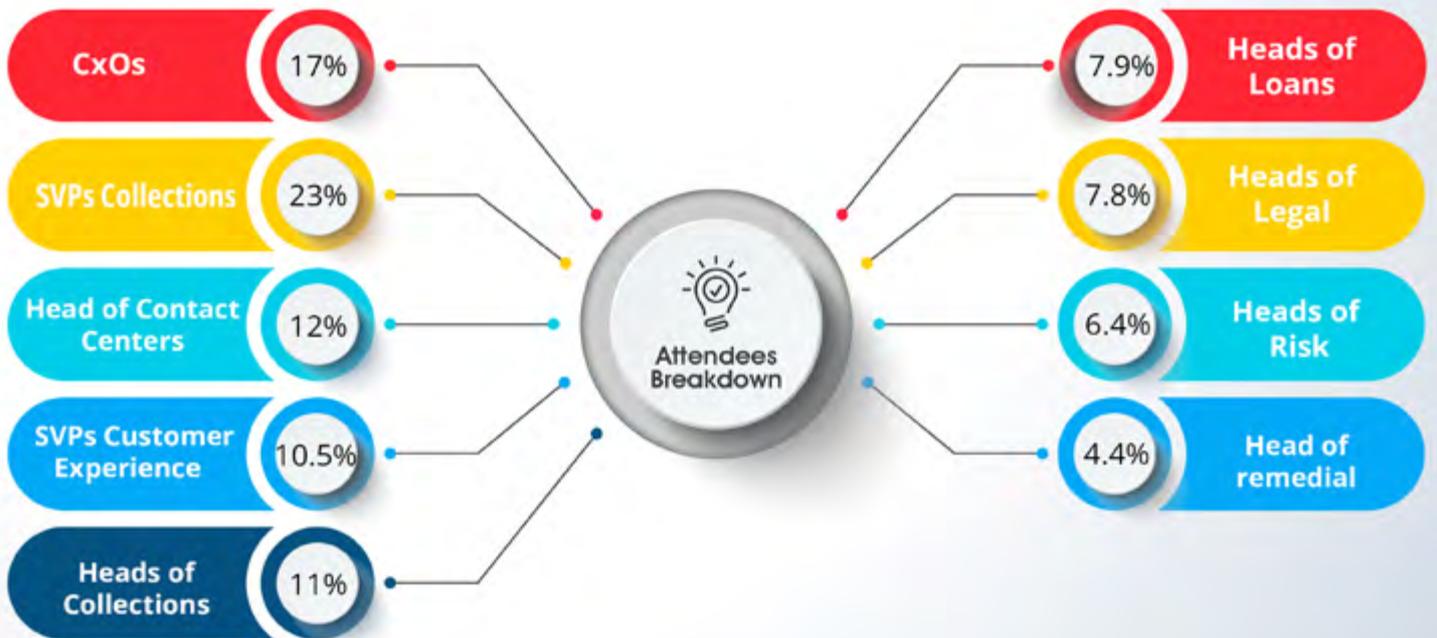
**The future event**<sup>®</sup>

# Facts & Figures



- Exhibition Stalls- 20+
- Solution Providers- 40+
- Media Partner- 32+
- Speakers- 50+
- 1:1 Meetings- 500+
- Attendees- 500+

# Attendees Breakdown



# ◀◀ All Speakers



**ROHAN JUNEJA**

Managing Director & CEO  
of TriuCap Finance Limited



**MANISH LUNIA**

Co-Founder at Flexiloans.com



**PRATEEK SAXENA**

Head - Strategy & Collections at CASHe



**SURAJ SHETTY**

Head of Customer Experience  
& Learning & Development  
at Kissh | Ring



**HARSH VARDHAN MASTA**

Head of Digital Payments at Policy Bazaar



**SANDEEP M GUPTA**

Head Of Customer Experience, Learning  
& Development at Ring|Kissh



**DR. RABI N. MISHRA**

Director - College of Supervisors, at  
Reserve Bank of India



**KUNAL KATHPAL**

Chief Risk Officer at Hinduja Leyland Finance



**DILLIP RANJAN ROUT**

Chief Collection Officer at LendingKart

# ◀◀ All Speakers



**ANUJ ANAND**

Collections Head Recovery -  
SME Corporate Office at  
ECL Finance Limited



**DEBASHISH MOHANTY**

SVP and Head of Collection Strategy/  
Analytics & Portfolio Strategy at Yes Bank



**LAV KUSH**

Global Executive Vice President at Rally OurBus



**VAIBHAV LODHA**

Co-founder of ftcash



**UTHAMAN  
BAKTHIKRISHNAN**

Executive Vice President at Cleartouch



**SUMIT GAWSHINDE**

Head of Collections at Varthana



**KERRY SHERMAN**

Executive VP of Business Development &  
Co-Founder at TCN, Inc.



**ANURAG KUMAR**

Business Head- Collection &  
Credit improvement at Paisabazaar



**ATUL KULKARNI**

Head of Business Development  
at Pepper Advantage - India



# ← All Speakers



**KARTHIKEYAN  
RAMASWAMY**

Chief Collections Officer at Axio



**AJAY SAHASRABUDDHE**

Chief Revenue Officer at Hero FinCorp Ltd.



**DR RASHI GUPTA**

Chief Growth Officer at Rezo.ai



**TANVEER A.**

Founder & Managing Director  
at Mervice Infotech



**JYOTIKKA**

Chief Product Officer at Enterprise Tiger



**VIPUL KUMAR**

Associate Director Credit &  
Collections at Adecco



**ATUL MEHTA**

Senior Vice President – Sales at Razorpay.



**HARISH B. PARMAR**

Founder at SingleDebt



**ROOPESH CHANDRAN**

Chief Operating Officer at  
BOB Financial Solutions Ltd



# ◀◀ All Speakers



**GOKUL GOPALAKRISHNAN**

Senior Vice President & Business Head,  
Asia at Uniphore



**VISHWA NATH JHA**

Founder, CEO of Saarthi.ai



**ARVINDHAN SRIDHARAN**

Senior Director & Business Head -  
India at Uniphore



**SANGRAM SABAT**

Chief Operating Officer & Co-Founder  
at Saarthi.ai



**RAVI KALA**

Head Collections - Business Lending at Paytm



**RAJESH PATIL**

VP Customer Experience at Dista





# Attending Companies

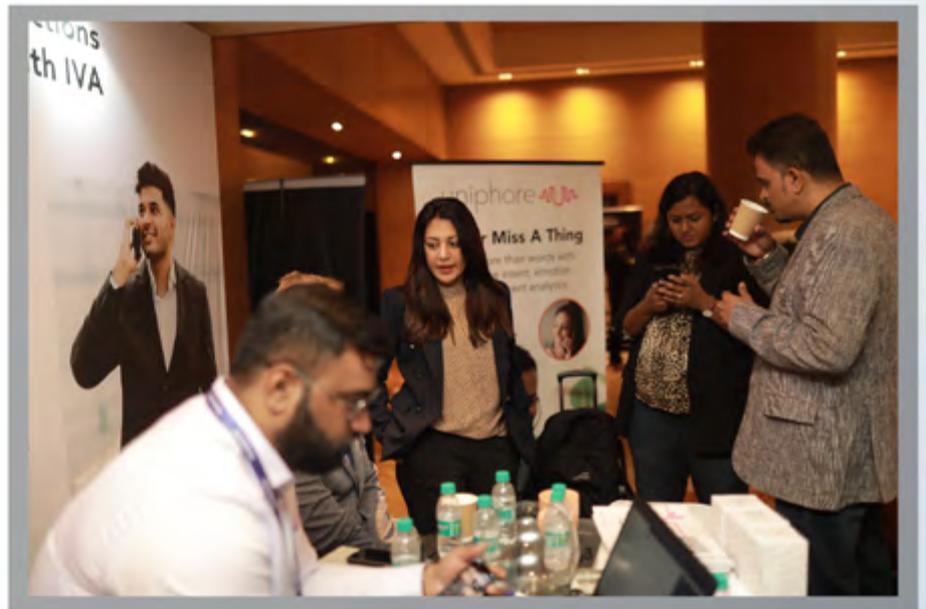
- Reserve Bank of India (RBI)
- TruCap Finance Limited
- Flexiloans
- Hinduja Leyland Finance
- CASHe
- Kissht
- Policy Bazaar
- ACT Corp
- Rally OurBus
- Yes Bank
- Edelweiss Financial Services
- Pepper Advantage
- Paytm
- ftcash
- Axio
- Mervice InfoTech
- Varthana
- Rezo.ai
- Cleartouch
- TCN, Inc.
- Hero Fincorp Ltd.
- CLXNS Technologies Pvt Ltd
- SingleDebt
- Uniphore
- Saarthi.ai
- Dista
- BOB Financial Solutions Ltd
- Enterprise Tiger
- Razorpay (Ezetap)
- goCollect (i-XL Technologies)
- Ultracash Technologies Pvt. Ltd.
- Easy Recovery
- Provakil
- Credgenics
- Alohaa.ai
- Tech Crack
- News Patrolling
- Asia Business Outlook TechStory
- May 15 Media
- CIO News
- IndiaFirst Life Insurance Co Ltd
- Tata Motors Finance Limited
- Unity Small Finance Bank Ltd
- PNB MetLife Insurance
- Finova Capital Pvt Ltd
- Smart Money Match
- PSU Connect
- CoinPedia
- India Tech Online
- TechSathi
- News Affinity
- ACN Newswire
- World Business Outlook
- Media7
- Global Leaders Today
- Dazeinfo
- Moneytor
- Beveron Technologies
- DPD Zero
- FiveS Digital
- DENT
- Bharti Axa Life Insurance
- IDFC First Bank
- Tata AIA Life Insurance
- CredAble
- MUFG Enterprise Solutions India Pvt Ltd
- Kotak Mahindra Prime Limited - Car Finance Dept.
- Edelweiss Tokio Life Insurance
- Bajaj Capital Ltd
- Rabobank
- Tata Capital Financial Services Ltd
- HDFC Life
- Indusind bank
- Teleperformance
- Shriram Housing Finance LTD
- Axis Bank
- HDFC Bank
- CMS Info System Limited
- Max Life Insurance Company Limited
- Fatakpay Digital Pvt Ltd
- Integro Finserv Pvt Ltd
- Kotak Mahindra Bank



# Attending Companies

- CredRight
- Bank of Baroda
- Aditya Birla Finance Limited
- Apex Fund Services
- Mahindra Finance
- Dvara Kshetriya Gramin Financial Services Private Limited
- L&T Financial Services
- Nuvama Asset Management Limited Karur Vysya Bank
- IKF Home Finance Limited
- Arohan Financial Services Limited
- DCB Bank
- Indiabulls Housing Finance Ltd.
- GrayQuest
- Pepperfry Limited
- Pepper India Resolution Private Limited
- CRED
- HDFC Credila Financial Services Ltd
- Tata Communications.com Ltd
- One Mobikwik System Limited
- Zuno General Insurance Ltd.
- Adecco India Private Limited
- Avanse Fianacial Services Ltd
- Vistaar Finance P Ltd
- ICICI Securities
- Home Credit India Finance Private Limited
- Vodafone idea limited
- Tikona Infinet pvt Its
- HDB Financial Services Ltd
- Vastu Housing Finance Corporation Limited
- Aye Finance Pvt. Ltd
- Naaptol Online Shopping Pvt Ltd
- Religare Housing Development Financial Corporation Ltd
- Insurancedekho
- Sonu Estate Agency
- Maybank

# Photo Gallery



# Photo Gallery



# Photo Gallery



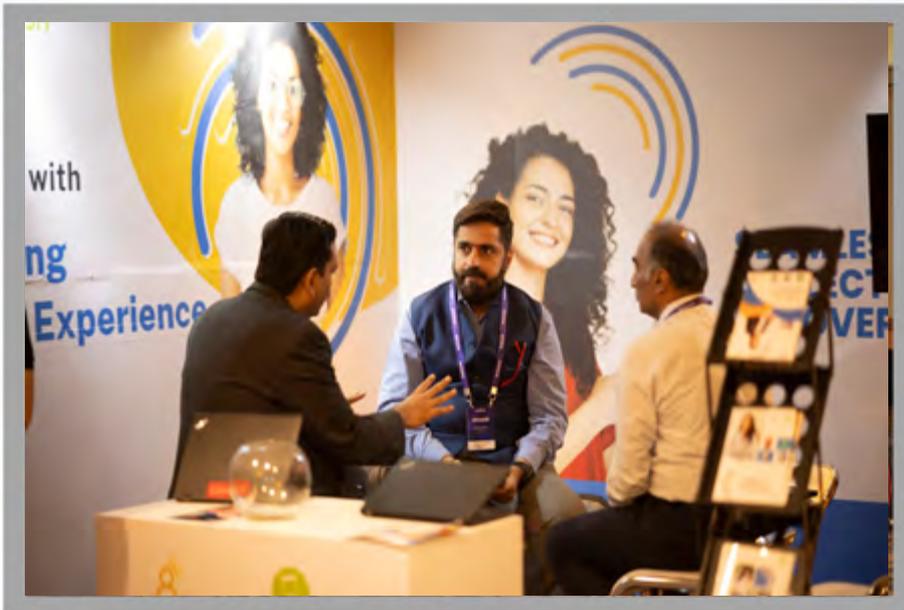
# Photo Gallery



# Photo Gallery



# Photo Gallery



# Testimonials



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## Vipul Kumar

(Associate Director Credit & Collections at Adecco)

"In my 22 years of experience, I have not seen any summit specifically for Collections. So, I am really thankful to the organisers for such an event. The different people & the different thought processes I came across, is just beautiful & commendable!"



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## Atul Mehta

(Senior Vice President – Sales at Razorpay)

"I have been loving the experience I have had for the past 2 days. The quality of the discussions is such that I have actually learnt a lot over the last 2 days"



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## Uthaman Bakthikrishnan

(Executive Vice President at Cleartouch)

"Me & my colleague would like to thank the Future Event for organising such an event where it is very clear that each one of the attendees have been hand-picked since whoever is here, is really interested & genuine with their questions."

# Testimonials



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## Sanjeev Gakhar

(Vice President of Strategic Alliances at Rezo.AI)

"It's been a fantastic summit with lots of learnings. It's amazing to talk to industry leaders & other colleagues who are from the same space. It is a very enriching environment & effective set up that the organisers have been able to put up"



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## Sumit Gawshinde

(Head of Collections at Varthana)

A huge congratulations to the organisers for this event since this is the first-of-its-kind summit for the Collections' fraternity. It is a recognition for the collections functions!"



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## Anuj Anand

(Collections Head-Recovery - SME Corporate Office at ECL Finance Limited)

"Let me first congratulate the Future Event team for such a phenomenal summit! The kind of people, service advisors & the start-ups that are here, are really very exciting. The interactions & learning experiences are completely next level & I have enjoyed every bit of it"

# Testimonials



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## Rajesh Patil

(VP Customer Experience at Dista)

"I was really happy to hear from the various industry leaders. It was not just about technology; it was about bringing in empathy as well- doing what is right for the customers while doing what is right for the business as well"



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## Jyotikka

(Chief Product Officer at Enterprise Tiger)

"As you can see, the entire hall is full- everywhere you go, you get to meet new people. It's very interesting to interact & listen to those who are doing something very similar to Enterprise Tiger. I am already eagerly waiting for the



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## Tanveer A.

(Founder & Managing Director at Mervice Infotech)

"I am absolutely loving this conference. I think we should have more of such conferences and much more often. It is amazing to meet like-minded people, learn about the new technology & trends & also meeting people who are from the same industry or are doing something similar."

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**dista**

**clxns**®

  
**TAURUS COLLECTION**™

## COLLECTIONS TECHNOLOGY PARTNER

 **Credgenics**

## EXHIBITORS

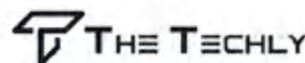
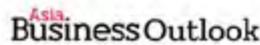


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**Thank You!**