



Navigating Change with Payments

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COURSE LENGTH

Two 2-Hour Virtual Sessions or
One Half-Day In-Person

DESCRIPTION

As payments evolve from a back-office function to a front-line differentiator, bankers must be ready to guide their corporate clients through this transformation. This interactive workshop equips relationship managers, product specialists and treasury sales teams with the insights to engage treasurers in strategic conversations about payments, liquidity and client experience.

Through a mix of industry context, client scenarios and case studies, participants will learn to connect operational payment changes to broader business value working capital efficiency, risk reduction and technology driven innovation.

LEARNING OBJECTIVES

- Articulate how payments create strategic value for corporate clients and their treasury organizations.
- Compare payment methods to help clients balance cost, speed, risk and customer experience.
- Explain how regulatory and infrastructure changes (e.g., FedNow, ISO 20022) impact client liquidity, forecasting and working capital management.

- Evaluate how payment timing, cut-offs and real-time systems influence clients' cash management and credit needs.
- Assess how global payment processes and cross-border flows affect clients' efficiency, transparency and FX risk exposure.
- Anticipate future payment trends and position the bank as a strategic partner helping clients navigate innovation.

AGENDA

- Payments as a Strategic Advisory Conversation
 - Why treasurers care about payment timing, visibility and control
 - How payment choices affect DSO, DPO and working capital
 - Mapping client pain points to payment solutions
 - The economics of payments for corporates and banks

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- Workflow, Risk and the Banker's Opportunity
 - Holiday and weekend payments: client workflow impacts
 - Real-time posting and liquidity planning
 - Fraud prevention and compliance as part of advisory conversations
 - Aligning product, credit and operations teams to serve clients better
- Global Payments and Cross-Border Advisory
 - Cross-border payment flows, costs and transparency
 - SWIFT gpi and correspondent banking expectations
 - FX settlement risk and funding considerations
 - Framing value propositions around speed, tracking and certainty
- Payments Innovation and Thought Leadership
 - FedNow, RTP and real-time ecosystems
 - ISO 20022 and the value of payment data for clients
 - APIs, embedded payments and open banking opportunities
 - Emerging technologies: AI, blockchain and tokenization