

TOP-10 Trends in Commercial Banking: 2019

API-Led Open Banking Economy







Collaboration

Collaboration between banks and FinTechs could transform existing commercial lending and credit business models.

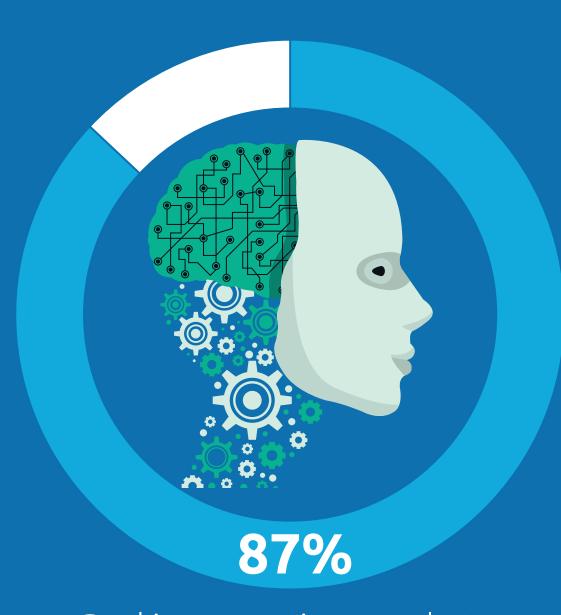
APIs – Open Banking

Banks have begun to offer open APIs for corporate customers and developers to effectively deliver financial services.

Marketplace Lending

Marketplace lending continues to evolve with agile firms operating at lower costs and innovating with technology at their core.

Banks Extracting Deep Customer Insights



Banking executives say that an Al engine that could spot events that trigger client engagement and closing a deal would offer high impact.¹

Artificial Intelligence

Commercial banks are leveraging artificial intelligence to streamline processes and to improve customer service and risk-management activities



Digital Transformation

Commercial banks are investing in digital transformation to revitalize customer experience

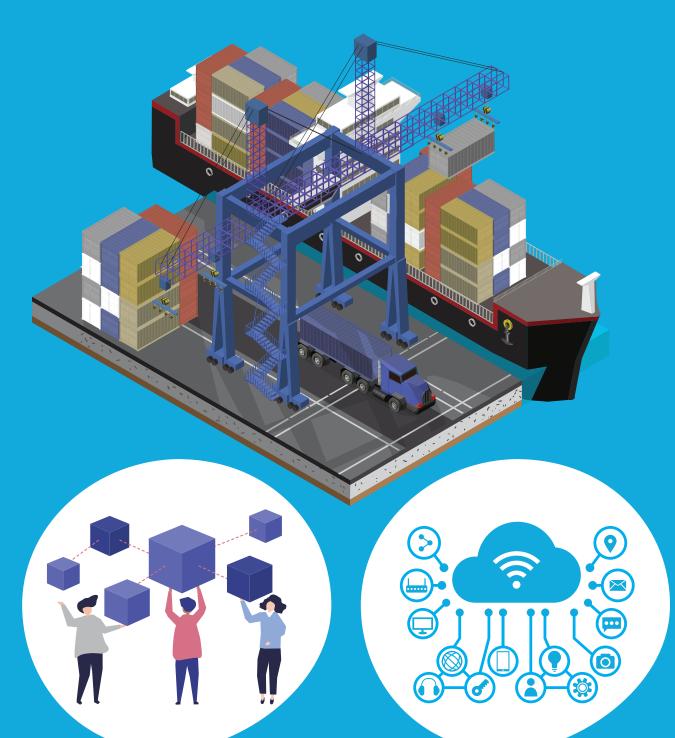
Bank/Corporate **Collaboration Links Value Chains**

Banks integrate systems with commercial clients to meet demand for real-time access to banking services

Banks Shift Focus to Non-Lending Services

More banks are focusing on non-lending services such as transaction banking, risk management, and advisory services to bolster profits and diversify revenues

Intelligent Bank and Data-Driven Compliance



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INTERNET **OF THINGS**

Trade Finance Operations are **Transforming**

Emerging technologies such as DLT and IoT are enhancing digitization in trade finance resulting in more efficient, cost-effective, and trusted operations

42%

U.S. corporate finance and treasury respondents say real-time payments will have the greatest potential for positive change²

Real-Time Payments

Today's commercial banks must streamline processes with real-time payments services

87%

FS firm executives have become more concerned about cyber-risks, when compared with 2017³ 85%

FS Firms has spent more on tackling cyber risks, when compared with 2017³

People matter, results count.

Cyber Security

Banks are maintaining robust cyber-security practices to win the

confidence of customers.

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^{1.} Squirro, "The sky is the limit for artificial intelligence in financial services," Miguel Rodriguez, January 8, 2018 2. Payments Source, "Data: Real-time payments go corporate," Kate Fitzgerald, September 07, 2018

^{3.} Finextra, "FS firms ramp up cybersecurity investment," May 7, 2018, https://www.finextra.com/newsartcle/32063/fs-firms-ramp-up-cybersecurity-investment