



MUTUI E PRESTITI

**ABI** Associazione  
Bancaria  
Italiana

In collaborazione con



Providing Credit for Social Development

# Retail Credit 2009

ROME  
PALAZZO ALTIERI  
23/24 JUNE



P R O G R A M

## First Day – Tuesday, June 23, 2009

**Morning: Part I (9:00 A.M. – 11:15 A.M.)**

### **Opening Plenary Session**

**Society, employment, purchases and credit in Italy**

**Morning: Part II (11:30 A.M. – 1:30 P.M.)**

**Round Table on the issue: Credit in a changing society**

**Afternoon (2:30 P.M. – 5:30 P.M.)**

#### **Parallel Sessions**

*Parallel session  
A1*

The new rules on consumer credit: how bank credit is changing

*Parallel session  
B1*

Mortgages: the new provisions and business opportunities resulting from them

*Parallel session  
C1*

Micro-credit and financial inclusion for initiatives households

9:15 P.M. Blues concert: ROBERTO CIOTTI Acoustic Trio - "MY BLUES"

## Second Day – Wednesday, June 24, 2009

**Morning: Part I (9:00 A.M. – 11:15 A.M.)**

#### **Parallel Sessions**

*Parallel session  
A2*

Evaluating credit risk in the consumer credit market

*Parallel session  
B2*

The role of real estate appraisals in risk management

*Parallel session  
C2*

Banks-Institutions partnership for household bank credit

**Afternoon: Part II (2:30 P.M. – 4:30 P.M.)**

**Closing Round Table on the issue:**

**From local to global: credit and its international prospects**



## FIRST DAY – TUESDAY, JUNE 23 (MORNING)

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8:30 A.M. Registration

### *OPENING PLENARY SESSION – Society, employment, purchases and credit in Italy*

Chairperson: Giuseppe Zadra, **ABI**

9:00 A.M. Opening address  
Giuseppe Zadra, General Manager, **ABI**

The Italian model during and after the crisis  
Giuseppe De Rita, President and Secretary-General, **Censis**

New employment scenarios in Italy  
Andrea Fumagalli, Professor of Political Economy, **University of Pavia**

Consumer spending, new choices and financing instruments  
Chiara Fornasari, Partner, **Prometeia**

11:15 A.M. *Coffee break*

### 11:30 A.M. *ROUND TABLE ON THE ISSUE PERTAINING TO: Credit in a changing society*

Moderator: Orazio Carabini (**Il Sole 24 Ore**)

Speakers:

Filippo Cavazzuti  
President, **PattiChiari Consortium**

Corrado Faissola  
President, **ABI**

Umberto Filotto  
Secretary-General, **Assofin**

Carlo Giovanardi  
Vice Minister for Family Affairs, **Presidency of the Italian Council of Ministers**

Giovanni Battista Pittaluga  
Deputy Supervisor of the Financial Affairs Committee, **Conferenza delle Regioni e delle Province Autonome** (the Italian Coordinating Body for Autonomous Regions and Provinces)

1:30 P.M. *Buffet lunch*

## FIRST DAY – TUESDAY, JUNE 23 (AFTERNOON)

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### PARALLEL SESSION A1 – The new rules on consumer credit: how bank credit is changing

*The new Consumer Credit Directive will significantly impact banks' business strategies. In this regard, this session will discuss in-depth how to implement the Directive into Italian law as well as the initiatives that banks will launch to support Italian families in the new regulatory framework.*

2:30 P.M. Chairperson: Valentino Ghelli, **Assofin**

Opening address

Valentino Ghelli, President, **Assofin**

Implementing the EU Consumer Credit Directive into Italian law

Federico Luchetti, Manager of the Department of the Treasury, Italian Ministry of Economy and Finance - **MEF**

Implementing the EU Consumer Credit Directive. Some EU countries' choices with respect to the discretionary powers given to Member States

Enrico Granata, Head of the Legal Department, **ABI** and Member of the Chairman Integration Working Group EBIC – **European Banking Industry Committee**

Selling credit and gaining consumer confidence. “Responsible” business strategies in times of crisis.

Simone Capecchi, Sales & Marketing Director - Finance, **CRIF**

A successful model for retail credit: learning from the crisis

Gian Luca Sichel, Director-General, **Compass**

Enhanced operational flexibility driven by market needs

Gianpiero Martin, Country Sales Manager, **SAB Financial Solutions**

An efficient model for an integrated offer of retail products at branches

Francesco Cavagna, Head of the Technical Department, **OCS**

Retail credit and associated risks, opportunities, the EU Directive and the financial crisis: the role played by banks

Luciano Ambrosone, Head of the Retail Credit Department, **Intesa Sanpaolo**

5:30 P.M. Closing the first day of the conference

9:15 P.M. Concert: ROBERTO CIOTTI Acoustic Trio - “MY BLUES”

2009 Retail Credit Conference participants may reserve tickets for the concert

## **PARALLEL SESSION B1 – Mortgages: the new provisions and business opportunities resulting from them**

*Recently adopted regulations on mortgages (voluntary refinancing, portability, refinancing on the basis of the ABI-Ministry of Economy and Finance Agreement, threshold at 4% of mortgages) forced banks to change their lending policies in this field. In this regard, there are numerous competitive initiatives to favor the development of mortgage credit. During this session, participants will discuss the new rules and the initiatives that banks have launched or will launch in order to gain new market shares in a troubled macro-economic scenario.*

2:30 P.M.      Chairperson: Massimo Roccia, **ABI**

Opening address

Massimo Roccia, Head of the Retail Department, **ABI**

The reform of secondary law on transparency with respect to banking and financial services of the Bank of Italy

Riccardo Basso, Manager, **Bank of Italy**

Involving customers to realize their real estate plans

Luisa Bajetta, Head of the Marketing and Customer Satisfaction Department, **ABI**

Recent developments in the mortgage market in Italy

Marco Pescarmona, President and Co-Founder, **Gruppo MutuiOnline**

Recent developments and projections with respect to mortgages in Europe

Roberto Manini, Vice President, Head of the Banking Service Innovation Department, **Capgemini**

Recent developments in strategies for contacting customers with respect to the MPS Group

Paolo Delprato, Head of the Retail Department, Parent Company, **MPS Group**

5:30 P.M.      Closing the first day of the conference

9:15 P.M.      Concert: ROBERTO CIOTTI Acoustic Trio - “MY BLUES”

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## **PARALLEL SESSION C1 – Microcredit and financial inclusion initiatives for households**

*The number of microcredit initiatives involving the banking industry is increasing. The European Commission stated that about 700,000 requests for loans, amounting to €6 billion, are not met in Europe. After a period of philanthropy and an initial cautious approach, banks have started to better define their business strategies and invest in dedicated processes and products.*

2:30 P.M. Chairperson: Alessandro Messina, **ABI**

Opening address

Alessandro Messina, Head of the Retail Credit Department, **ABI**

Microcredit, risk assessment in an advanced environment

Andrea Veltri, Head of the Lending Products Department, **BNL Group BNP Paribas**

Solidarity microcredit, increasing personal responsibility and social growth: our experience

Gian Pietro Caporali, General Manager, **Microcredito di Solidarietà**

The ABI-Cei microcredit program

Andrea La Regina, Head of the Social Solidarity Department, **Caritas italiana**

Sustainability with respect to a microcredit non-banking firm

Andrea Limone, Chief Executive Officer, **PerMicro**

5:30 P.M. Closing the first day of the conference

9:15 P.M. Concert: **ROBERTO CIOTTI** Acoustic Trio - "MY BLUES"

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## SECOND DAY – WEDNESDAY, JUNE 24 (MORNING)

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### PARALLEL SESSION A2 – Evaluating credit risk in the consumer credit market

*Risk assessment plays a crucial role in ensuring that the financial system is solid and that, at the same time, the allocation of consumer credit is efficient. This session is aimed at discussing relevant rules and instruments to adequately assess risk in lending money.*

9:30 A.M. Chairperson: Giuseppe Piano Mortari, **Assofin**

Opening address

Giuseppe Piano Mortari, Operations Manager, **Assofin**

Using a dynamic approach to assess the impact of rapid changes in the macro-economic environment on decision-making

Lorenzo Quirini, Head of the Decision-making, Monitoring and Scoring Department, **Consum.it**

S.O.S. Risk! – i.e. Score of Scores for Risk

Antonio Lanzarotti, Director of Credit Strategies and Models, **Compass**

Structural interventions to manage portfolios and prevent defaults

Tommaso Giordani, Head of the Modelling & Analytics Retail Credit Risk Area, **Unicredit**

Credit risk with respect to salary-backed loans (*cessione del quinto*)

Massimo Minnucci, Chief Executive Officer, **Ktesios**

Impacts of the crisis and recent developments in credit management levers: changes in the banking industry

Giuliano Cicioni, Associate Partner, **KPMG Advisory**

Lorenzo Macchi, Senior Manager, **KPMG Advisory**

1:30 P.M. Buffet lunch

## **PARALLEL SESSION B2 –The role of real estate estimate in risk management**

*Proper appraisal of property offered as security for mortgages is important to: (i) prevent that banks suffer losses in case of debtor default and favors financial stability in the market; (ii) ensure transparency on a debtor's ability to repay the mortgage. It is also essential to implement the supervision guidelines adopted by the Bank of Italy. During this session, stakeholders (banks, institutions, business partners) will illustrate the various initiatives carried out in this field.*

9:30 A.M. Chairperson: Angelo Peppetti, **ABI**

Opening Address

Angelo Peppetti, Retail Credit Department, **ABI**

Principles and rules for proper real estate appraisals

Antonio Benvenuti, Member, **Consiglio Nazionale Geometri e Geometri Laureati** (the Italian National Committee of Surveyors)

Property appraisal combined with Business Process Outsourcing to support proper risk management

Stefano Magnolfi, Sales & Marketing Director - BPO & Major Accounts, **CRIF**

The role of real estate appraisals

Paolo Merati, Counterpart Fraud Specialist, **UniCredit Family Financing Bank**

Property appraisal as the basic factor in mitigating credit risk

Giampaolo Corsini, Head of the Property Appraisal Department, **Pirelli RE**

Our bank's internal organizational model with respect to property appraisal

Luciano Pizzichini, Head of the Property Surveys Department, **Banco Popolare**

Raising awareness of the importance of proper real estate appraisals

Maurizio Radici, Member of the Scientific-Technical Committee, **E-Valuations**

1:30 P.M. Buffet lunch

## **PARALLEL SESSION C2 – Banks-Institutions partnership for household bank credit**

Cooperation between the banking industry and institutions in many fields helps achieve social aims as well as improves market performance. Constructive interaction between public administrations and banks with respect to access to credit, refinancing of current loans, excessive indebtedness and preventing usury proved a decisive factor for development.

9:30 A.M. Chairperson: Alessandro Messina, **ABI**

Opening address

Alessandro Messina, Head of the Retail Credit Department, **ABI**

Monitoring households' financial situations

Angelo Marano, **Italian Ministry of Labor, Social Affairs and Health**

A credit fund for newborns

Roberto Giovanni Marino, Head of the Department for Family Policies, **Presidency of the Italian Council of Ministers**

New rules on excessive indebtedness and usury

Roberto Centaro, **Senator of the Republic of Italy**

Consumer protection as set out in the EU Directive on the issue

Giuseppe Maresca, Director of the Financial Crime Prevention Department, **MEF**

A partnership between the Abruzzo Region and banks: from an emergency to development

Alfredo Castiglione, Vice President, **Abruzzo Region**

1:30 P.M. Buffet lunch

## **SECOND DAY – WEDNESDAY, JUNE 24**

**(AFTERNOON: 2:30 P.M. – 4:30 P.M.)**

*ROUND TABLE ON THE ISSUE PERTAINING TO: “FROM LOCAL TO GLOBAL: CREDIT AND ITS INTERNATIONAL PROSPECTS”*

Moderator: Paola Pilati (**L'Espresso**)

*Speakers:*

Alessandro Azzi, President, **Federcasse** and Vice President, **ABI**

Valentino Ghelli, President, **Assofin**

Annik Lambert, Secretary-General, **European Mortgage Federation**

Loretta Napoleoni, **advisor and writer**

José Ramón Ormazabal, Advisor for International Affairs, **Spanish Mortgage Association**

Luigi Passamonti, Head “Convergence Program” Financial and Private Sector Development, **World Bank**

Massimo Roccia, Head of the Retail Department, **ABI**

Giustino Trincia, Head of the European Consumer Policies Department, **Cittadinanzattiva**