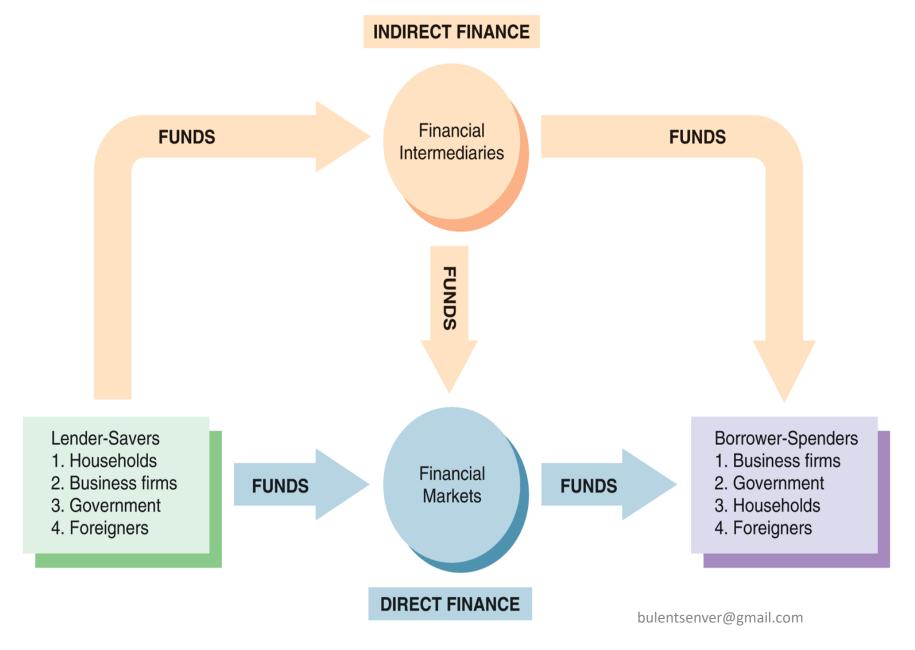
Banking & Financial Markets

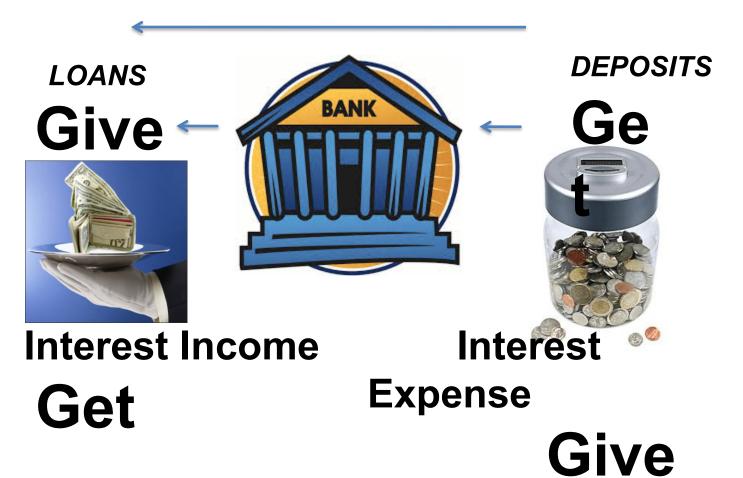
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Function of Financial Markets

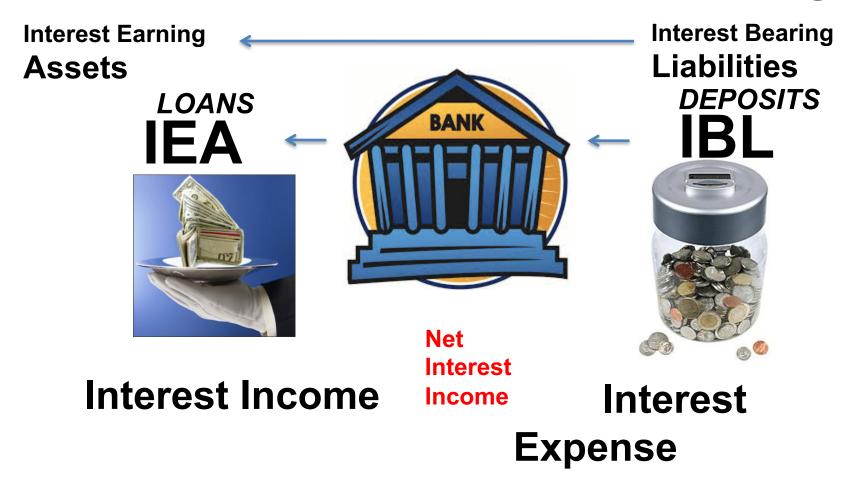


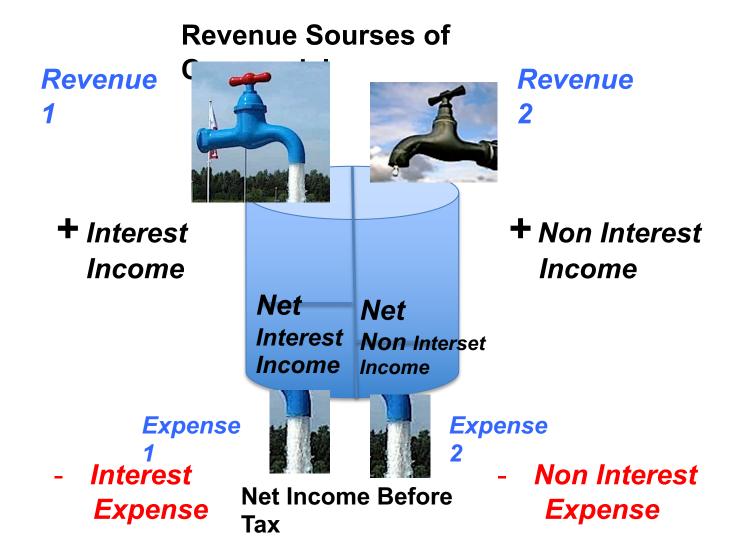
Comercial Banking



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Comercial Banking





Bank Intermediation Services

- Intermediation:
- 1. Denomination
- 2. Currency
- 3. Maturity
- 4. Interest Rate
- 5. Interest Sensitivity
- 6. Security Collateral

- Related Risks:
- 1. Concentration R
- 2. Foreign Exchange Position
- 3. Liquidity R
- 4.Net Interest Income R
- 5. Sensitivity Gap R
- 6. Recoverability

Needs of Bank Customers Needs: Products:

- 1. Savings need
- 2. Borrowing need
- 3. Investment need
- 4. Security need
- 5. Trading need
- 6. Payment need
- 7. Advice & consulting need

- 1. Term Deposits
- 2. Loans
- 3. Securities, Government Bonds, Treasury Bills, Company Bonds, Mutual Funds, Certificate of Deposits, Commercial Papers, Mortgage Backed Securities, Asset Backed Securities,
- 4. Insurance products, Derivatives, Forwards, Swaps, Options, Hedging
- 5. Buy & sell Foreign Currencies & Capital Market Products
- 6. Cash, Cheques, Promissory Notes, Credit Cards, Debit Cards, ATM, POS, EFT, SWIFT
- 7. Asset management, Wealth Management, Investment Banking

Financial Intermediaries Types of Banks

- Commercial Banks
- Investment Banks
- Merchant Banks
- Islamic Banks (participation banks)
- Development Banks
- Off Shore Banks
- Special Purpose Banks

Financial Intermediaries Non Bank Financial Institutions

- Factoring
- Forfeiting
- Leasing
- Insurance
- Pension Funds
- Brokerage Houses
- Consumer Finance
- Angel Capital
- Venture Capital Funds

- Investment Funds
- Mutual Funds
- Mortgage Funds
- Foreign exchange offices
- Money transfer companies
- Real Estate Property Funds

Classifications of Financial Markets

1. Debt Markets

- Short-Term (maturity < 1 year) Money Market
- Long-Term (maturity > 1 year) Capital Market

2. Equity Markets

Common Stock

Characteristics of Debt Markets Instruments

Debt instruments

- Buyers of debt instruments are suppliers (of capital) to the firm, not owners of the firm
- Debt instruments have a finite life or maturity date
- Advantage is that the debt instrument is a contractual promise to pay with legal rights to enforce repayment
- Disadvantage is that return/profit is fixed or limited

Characteristics of Equity Markets Instruments

- Equity instruments (common stock is most prevalent equity instrument)
 - Buyers of common stock are owners of the firm
 - Common stock has no finite life or maturity date
 - Advantage of common stock is potential high income since return is not fixed or limited
 - Disadvantage is that debt payments must be made before equity payments can be made

Characteristics of Financial Markets

1. Debt Markets

 Although less well-known by the average person, debt markets in U.S. are much larger in total dollars than equity markets, due to greater number of participant classes (households, businesses, government, and foreigners) and size of individual participants (businesses, and government)

Characteristics of Financial Markets

2. Equity Markets

Although U.S. markets are highly efficient, the world's largest, and more familiar to the average person, they are far smaller than the U.S. debt markets largely due to the fact that the only applicable participants are businesses

Classifications of Financial Markets

1. Primary Market

New security issues sold to initial buyers

2. Secondary Market

Securities previously issued are bought and sold

Classifications of Financial Markets

3. Exchanges

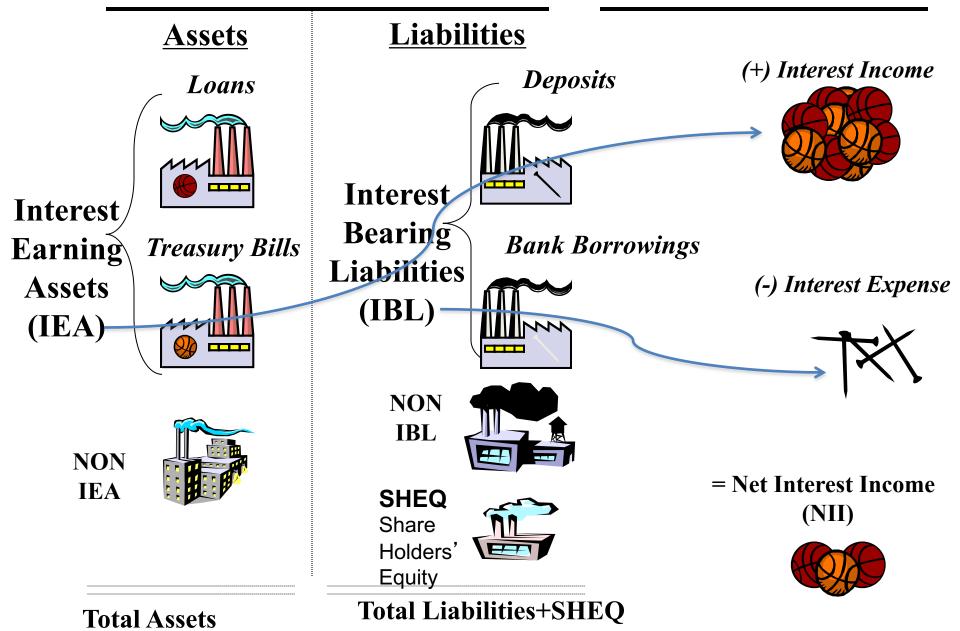
 Trades conducted in central locations (e.g., New York Stock Exchange)

4. Over-the-Counter Markets

Dealers at different locations buy and sell

Balance Sheet

Income Statement



Balance Sheet Assets

- Interest Earning Assets (IEA)
- 1. Loans
- 2. Government Bonds
- 3. Treasury Bills
- 4. Company Bonds
- 5. Municipality Bonds
- 6. Commercial Papers
- 7. Interest Earning Derivatives

- Non Interest Earning Assets
- 1. Cash
- 2. Property Plant & Equipment
- 3. Reserve Deposits at Central Bank
- 4. Equity Participations
- 5. Share Certificates Trading Portfolio
- 6. Other non interest earning assets

Balance Sheet Liabilities

- Interest Bearing Liabilities (IBL)
- 1.Time Deposits
- 2. Bank Borrowings
- 3. Interbank Borrowing
- 4. Syndication Loans
- 5. Bonds issued
- 6. Commercial Paper Issued
- 7. Securitization of Assets
- 8. Mortgage Backed
 Securities issued

- Non Interest Bearing Liabilities
- 1. Demand Deposits
- 2. Utility Payments collected
- 3. Tax payments collected
- 4. Prepaid Card Liabilities
- 5. Other Non Interest Bearing Liabilities

Balance Sheet XYZ Bank as of 31.12.2018

Balance Sheet of XYZ Bank as of 31.12.2010

ASSETS	2010
Liquid Assets	14,907
Securities Portfolio	76,352
Loans	57,443
Associates and Subsidiaries	731
Fixed Assets	826
Other Assets	901
TOTAL	151,160
LIABILITIES	
Deposits	125,796
Money Markets	5,003
Loans Borrowed	99
Marketable Securities Issued	0
Funds	3,525
Provisions	1,228
Other Liabilities	2,051
Shareholders' Equity	13,458
TOTAL bulentsenver@gmail.com	151,160

Income Statement Summary of a Bank

• Interest Income 100

• Interest expense (60)

• Net Interest Income 40

Non Interest Income 30

Non Interest Expense (25)

Net Non Interest Income

Income Before Tax

• Tax provision (9)

• Net Income 36

Regulatory, Supervision, Audit, Bodies

- Central Bank (TCMB)
- Supervisory Authority (BDDK)
- Saving Deposit Insurance Fund (TMSF)
- Security Exchange Commission (SPK)
- Ministry of Finance (MB)
- Anti-Money Laundering Agency (MASAK)
- Independent External Auditors
- Internal Auditors

Central Bank Services given to Banks

- 1. Current Account service
- 2. Deposit Reserve Account service
- 3. Cheque Clearing House service
- 4. Interbank Market services
- 5. Bounced Cheques List
- 6. Protested Bills List

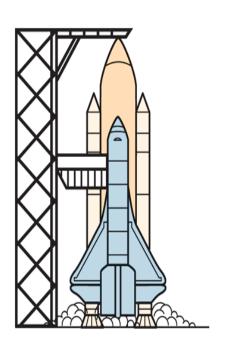
Central Bank Services given to Banks

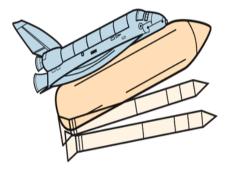
- 7. Determine indicative Interest Rates
- 8. Determine indicative Exchange Rates
- 9. Risk Centralization service
- 10. Hard Currency Supply (paper & coins)
- 11. REPO and Reverse REPO services
- 12. SWAP service
- 13. Rediscount Window Facility

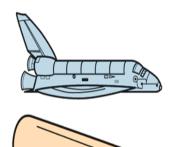
Central Bank Strategy: Use of Targets

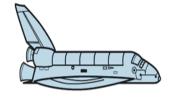
Tools of the Central Bank

Open market operations Discount policy Reserve requirements









Operating Targets

Reserve aggregates (reserves, nonborrowed reserves, monetary base, nonborrowed base) Interest rates (short-term such as federal funds rate)

Intermediate Targets

Monetary aggregates (M1, M2, M3) Interest rates (short-and long-term)

Goals

High employment, price stability, financial market stability, and so on

Should the Fed (Central Bank) Be Independent?

- Every few years, the question arises in Congress as to whether the independence of the Fed should be reduced in some fashion. This is usually motivated by politicians who disagree with current Fed policy.
- Arguments can be made both ways, as we outline next.

Case for Independence

 The strongest argument for independence is the view that political pressure will tend to add an inflationary bias to monetary policy. This stems from short-sighted goals of politicians. For example, in the short-run, high money growth does lead to lower interest rates. In the long-run, however, this also leads to higher inflation.

Case for Independence

- The notion of the *political business cycle* stems from the previous argument.
 - Expansionary monetary policy leads to lower unemployment and lower interest rates—a good idea just before elections.
 - Post-election, this policy leads to higher inflation, and therefore, higher interest rates—effects that hopefully disappear (or are forgotten) by the next election.

Case for Independence

- Other arguments include:
 - The Treasury may seek to finance the government through bonds purchased by the Fed. This may lead to an inflationary bias.
 - Politicians have repeatedly shown an inability to make hard choices for the good of the economy that may adversely affect their own well-being.
 - Its independence allows the Fed to pursue policies that are politically unpopular, yet in the best interest of the public.

Case Against Independence

- Some view Fed independence as "undemocratic"—an elite group controlling an important aspect of the economy but accountable in few ways.
- If this argument seems unfounded, then ask why we don't let the other aspects of the country be controlled by an elite few. Are military issues, for example, any less complex?
- Indeed, we hold the President and Congress accountable for the state of the economy, yet they have little control over one of the most important tools to direct the economy.

Case Against Independence

- Further, the Fed has not always been successful in the past. It has made mistakes during the Great Depression and inflationary periods in the 1960s and 1970s.
- Lastly, the Fed can succumb to political pressure regardless of any state of independence. This pressure may be worse with few checks and balances in place.

Central Bank Independence and Macroeconomic Performance Throughout the World

- Empirical work suggests that countries with the most independent central banks do the best job controlling inflation.
- Evidence also shows that this is achieved without negative impacts on the real economy.

BANKING RISKS

Risks

Banking Risks – CAMEL-OS

- Capital adequacy risk
- Asset quality risk
- Management quality risk
- Earnings, Efficiency, profitability risk
- Liquidity risk

- Operations risk
- **S**ensitivity risk

Banking Risks – Liquidity Risk

Liquidity Risk:

 "The inability of a bank to fulfill its obligations when they became due and/or the inability of a bank to perform its daily banking operations after fulfilling its obligations due to lack of cash or liquid assets"

Types of Liquidity Risks

- 1. Funding Risk
- 2. Time Risk
- 3. Call Risk
- 4. Excessive Asset Growth Risk

- Liquidity Risks:
- 1. Funding Risk FR is related with the Balance Sheet Liabilities of the bank, FR arises when there is unexpected early withdrawal of deposits before the maturity date (due date) or unexpected non-renewal of deposits at the maturity date.

- Liquidity Risks:
- 2. Time Risk TR is related with the Balance Sheet Assets of the bank. TR arises when there is an unexpected non-payment of loan principal or interest amount (loan default) at the due date (maturity date) or when there is unexpected early payment of loan principal amount before its maturity date (closing the loan before the maturity date)

- Liquidity Risks:
- 3. Call Risk CR is related with the Off-Balance Sheet items "Contingent Liabilities & Commitments" of the bank. CR arises when there is an unexpected indemnification of a Contingent Liability or Commitment. The bank is force to make payment on behalf of its customer because of the guarantee given by the bank.

- Liquidity Risks:
- 4. Excessive Asset Growth Risk EAG risk arises when a bank wants to grow its assets; especially grow its Loan Portfolio with such a high speed that the treasury department of the bank can not find sufficient funds with reasonable terms & conditions to give these loans.

Banking Risks – Interest Risk

Interest Risk:

 "The risk of making losses by a bank due to the changes in Interest Income and/or Interest Expense of the bank arising from either changes in market conditions or changes in the interest characteristics of the bank's Interest Earning assets and/or Interest Bearing Liabilities"

Banking Risks – Interest Risks

- 1. Interest Rate Risk
- 2. Interest Sensitivity Gap Risk
- 3. Basis Risk
- 4. Embedded Option Risk
- 5. Yield Curve Risk
- 6. Price Risk
- 7. Reinvestment Risk
- 8. Net Interest Position Risk

Interest Sensitivity Gap Strategy (IRSA-IRSL)

Strategy Interest	Interest Rates expected to Increase	Interest Rates expected to Decrease
Positive IRS GAP		
INS GAF	Yes	No
Negative		
IRS GAP	No	Yes

Loan Management-Loan Risk

- 1. Default Risk, collection, recoverability risk
- 2. Yield Risk, return risk
- 3. Concentration risk
- 4. Diminishing security risk
- 5. Ethical risk
- 6.Big Loan Risk
- 7.Country Risk
- 8.Sovereign Risk

Loan Management-Loan Risk

- 9.Compliance risk
- 10.Indemnification risk
- 11.Excessive Loan Growth risk
- 12.NPL Non Performing Loan growth risk
- 13.Maturity mismatch risk
- 14.Profitability, yield risk
- 15.Capital Adequacy need risk
- 16.Reputation Risk due to illegal loan pocess

Risks - Excessive Loan ? Growth? 1. Loan Quality Risk Loan Quality Deforiates V Asset Quality V 2- NPL Amounts & NPL Risk 3. Liquidity Risk > Funding Risk Liability Quality. 4. Liquidy Missmat of Risk 5. Profitability Risk-Lower NII 6. Average Loan Yield (Interest Income) 7. Increase Cost of Deposity 8
Liability Cost Risk does down 1
8. Securities of Loans does down 1

Bond Ratings

TABLE 1 Bond Ratings by Moody's and Standard & Poor's

-				
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Moody's	Standard & Poor's	Description	Examples of Corporations with Bonds Outstanding in 2004
Aaa	AAA	Highest quality (lowest default risk)	General Electric, United Parcel Service, Nestle
Aa	AA	High quality	3M, Koch Ind., Illinois Tool Works
A	А	Upper medium grade	Honeywell, Rockwell Intl., General Dynamics, Boeing
Baa	BBB	Medium grade	Itt Ind., Northrop, Goodrich, FedE
Ва	ВВ	Lower medium grade	Westinghouse, Allied Waste Products, IKON Office Solutions
В	В	Speculative	Jacuzzi, Sabreliner Corp., American Airlines
Caa, Ca	CCC, CC, C	Poor (high default risk)	Delta Airlines, McDermott, Schutt Int.
С	D	Lowest grade	US Airways, United Airlines, Citation Corp.

Loan Management-Loan Types

- Borrower type:
 - -Retail (individual) Loans
 - -Corporate Loans

- Maturity type:
 - -Short-term Loans
 - -Medium-term Loans
 - -Long-term Loans

Loan Management-Loan Types

- Currency type:
 - -Local Currency Loans
 - -Foreign Currency Loans
- Where used:
 - -Working capital Loans
 - -Import Loans
 - -Export Loans
 - -Investment Loan

- -Consumer Loan
- -Mortgage Loan
- -Auto Loan
- -Credit Card Loan

Loan Management-Loan Types

- Security type:
 - -Secured Loans
 - -Unsecured Loans
- Risk type:
 - -Cash Loans (shown on balance sheet)
 - -Non-Cash Loans (shown as off balance sheet item) e.g. Contingent Liabilities and Commitments

6 C's of Loan Management

- 1. Capacity- The ability of a borrower to pay the loan back.
- 2. Character- Willingness of the borrower to pay the loan back
- 3. Capital Is the borrower's existing capital sufficient? Can the borrower's share holders increase the capital of the company when needed?

6 C's of Loan Management

- 4. Collateral- Can the borrower give to the bank proper collateral, guarantee to cover the loan in case there is a default in future?
- 5. Conditions- Is country, sector, holding, company & loan conditions suitable to give the loan?
- 6. **Compliance** Does the bank & the borrower comply with laws, regulations & ethics?

5 P's of Non Performing Loans

How to control NPL?

- 1. Philosophy
- 2. Policies
- 3. Procedures
- 4. Pricing
- 5. People

Loan Life Cycle

- 1.Loan Product Development
- 2.Loan Marketing and Sales
- 3.Loan Application
- 4.Loan Quick Review, filtering
- 5.Loan Investigation
- 6.Loan Analysis
- 7.Loan Approval

Loan Life Cycle

- 7.Loan Approval Loan Approval Committees (LAC):
 - Board of Directors (LAC4)
 - Head Office Loan Approval Committee (LAC3)
 - Regional Office Loan Approval Committee (LAC2)
 - Branch Loan Approval Committee (LAC1)
- 8.Compliance to Loan Conditions
- 9.Loan Agreement
- 10.Loan Disbursement, Loan Utilization

Loan Life Cycle

- 11.Loan Follow Up and Supervision
- 12.Loan Interest Payment
- 13.Loan Principal Payment
- 14.Loan Default, Non Payment
- 15.Loan Closing

Loan Default Cycle

- 14.Loan Default Cycle
 - Investigate Default (temporary or permanent)
 - Start "Close Supervision"
 - Classify Loan as Non Performing Loans (NPL)
 - Reschedule the Loan, Change Terms & Conditions
 - Provide a Reserve for NPL (debit expense)

Loan Default Cycle

14.Loan Default Cycle

- Classify NPL as Loans in Court
- Start a Court Case
- Sell Loan Collaterals, make collections
- Get "Inability to Pay Court Certificate"
- Loan Charge Off (remove loan & its reserves from accounts)

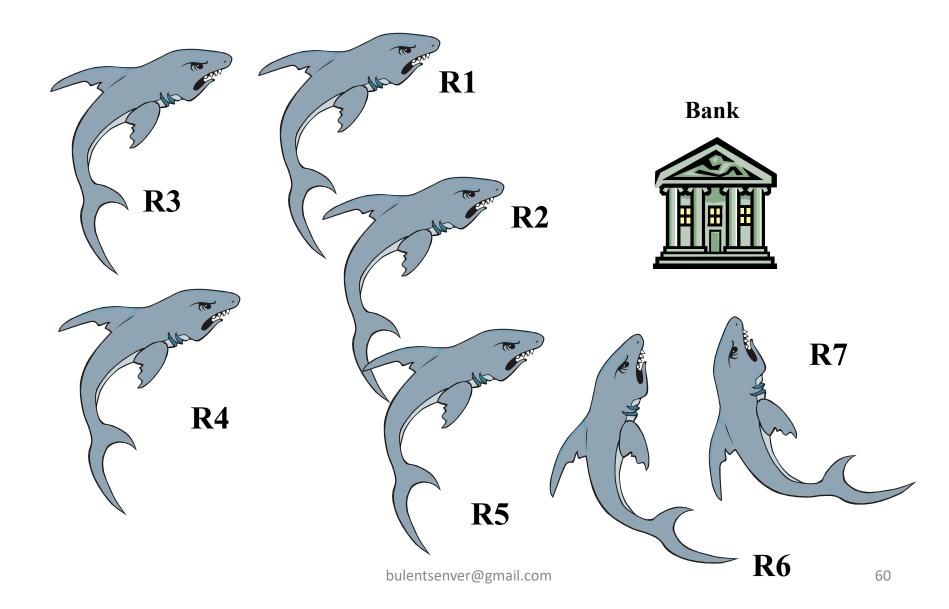
Types of Mortgage Loans

TABLE 5 Summary of Mortgage Types

Conventional mortgage	Loan is not guaranteed; usually requires private mortgage insurance; 5% to 20% down payment
Insured mortgage	Loan is guaranteed by FHA or VA; low or zero down payment
Adjustable-rate mortgage (ARM)	Interest rate is tied to some other security and is adjusted periodically; size of adjust- ment is subject to annual limits
Graduated-payment mortgage (GPM)	Initial low payment increases each year; loan amortizes in 30 years
Growing-equity mortgage (GEM)	Initial payment increases each year; loan amortizes in less than 30 years
Shared-appreciation mortgage (SAM)	In exchange for providing a low interest rate, the lender shares in any appreciation of the real estate
Equity participation mortgage	In exchange for paying a portion of the down payment or for supplementing the monthly payments, an outside investor shares in any appreciation of the real estate
Second mortgage	Loan is secured by a second lien against the real estate; often used for lines of credit or home improvement loans
Reverse annuity mortgage	Lender disburses a monthly payment to the borrower on an increasing-balance loan; loan comes due when the real estate is sold
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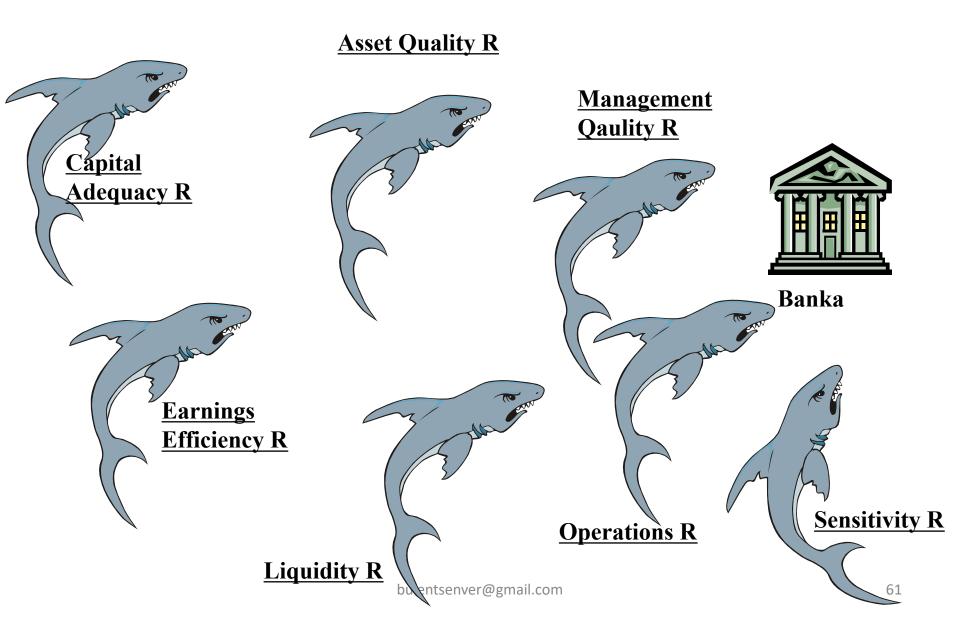
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Risk Management in Banks



CAMEL OS Risks

CAMEL-OS



- 1.Capital Adequacy R
- 2.Asset Quality R
- 3.Management Quality R
- 4.Earnings and Efficiency R
- 3.Liquidity Risks
 - Funding Risk
 - Time Risk
 - Call Risk
- 4.Liability Quality R
- 6. Loan Risk

- 7. Interest Risks
 - Rate Sensitivity Gap or Mismatch Risk
 - Basis Risk
 - Yield Curve Risk
 - Embedded Options Risk
 - Pricing Risk
 - Reinvestment Risk
 - Net Interest Position Risk

- 8.Foreign Exchange Risks
 - 1. F/X Position Risk
 - 2. F/X Availability Risk
 - 3. F/X Transaction Risk
 - 4. F/X Translation Risk

Foreign Exchange Risks

- Translation Risk Foreign currency denominated assets & liabilities are converted to local currency (TL) using an F/X exchange rate. As a result of this translation the bank may make a loss or gain.
- Transactions Risk Bank buy & sell foreign currency. Banks do banking transactions in foreign currencies. During these banking transactions the bank may make a transaction loss or gain.

Foreign Exchange Risks

 Availability Risk – When a bank has to make a foreign currency payment, first it has to find that specific foreign currency. Treasury department of the bank makes that foreign currency available for the bank. However sometimes that type of foreign currency may not be available in the financial markets. There were times in Turkey when US dollar was not available in the market and bank customers could not buy dollars from the banks. During such times "Black Market" works with high rates and prices.

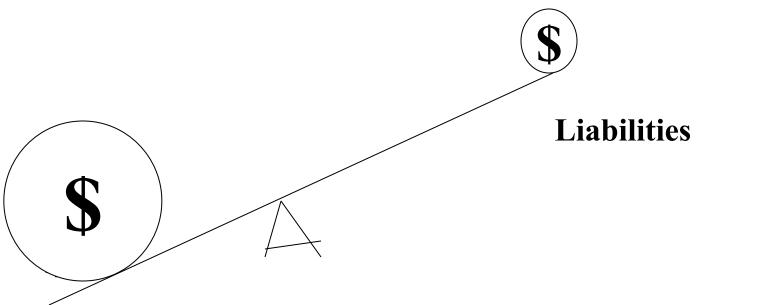
Foreign Exchange Risks

• **F/X Position Risk** – F/X Position is the difference between balance sheet assets and liabilities denominated in that specific foreign currency. Banks may make a loss or gain due to their F/X position.

The Foreign Exchange Market

- Definitions
 - 1. Spot exchange rate
 - 2. Forward exchange rate
 - 3. Cross exchange rate
 - 4. Appreciation
 - 5. Depreciation
 - 6. Arbitrage

Foreign Currency Position



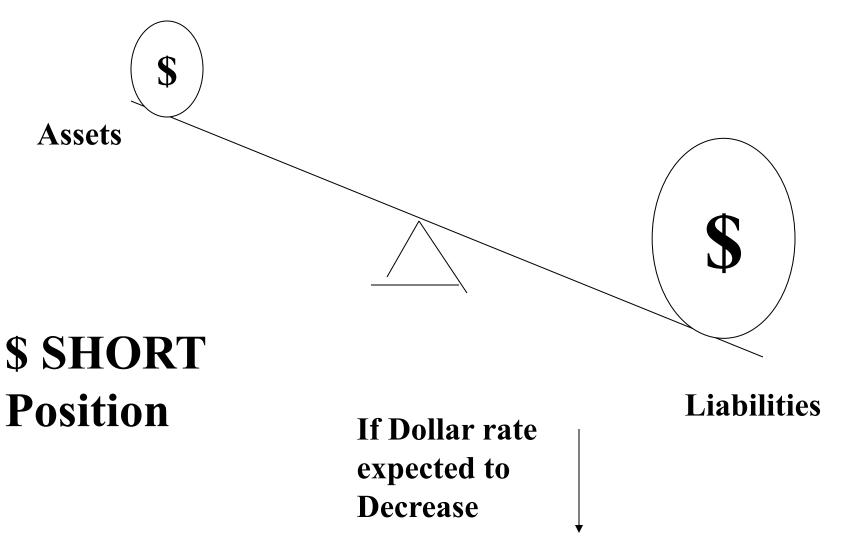
Asset

S

\$ LONG Position

If Dollar rate expected to Increase

Foreign Currency Position

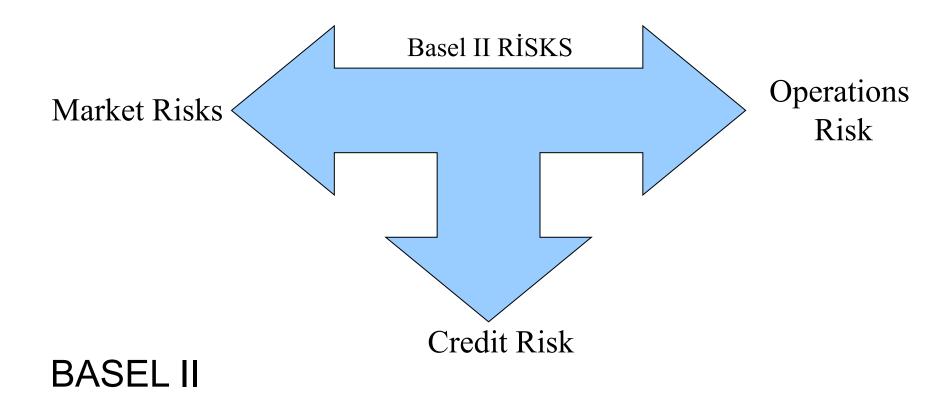


Foreign Exchange Position Strategy (F/Xassets-F/Xliability)

	If Foreign Currency Rate expected to Increase	If Foreign Currency Rate expected to Decrease
Long Position	Yes	No
Short Position	No	Yes

- 9. Accounting and Reporting Risks
- 10. Thechology Risks
- 11. Capital Markets Risks
- 12. Money Market Risks
- 13. Derivative Products Risk
- 14. Country Risk
- 15. Sovereign Risk
- 16. Pricing Risk
- 17. Concentration Risk
- 18. Market Risks

Share Holders Equity -----= = 12% Credit Risk + Market Risks + Operations Risk



Market Risks

Market Risks Market risks arising due to arising due to Asset/Liability market financial Maturşty Mismatch instruments Capital Commodity Market Price Price Risk (Index) Risk MARKET RİSKS Foreign Currency **Interest Rate** Liquidity Rate R Risk Riski ail.com

Banking Risks

- 19.Competition Risk
- 20. Theft Riski
- 21. Fraud Risk
- 22. Defalcation Risk
- 23. Natural Disasters Risks
- 24. Strategy Risk
- 25. Fiduciary Business Risks
- 26. Error Wrong Transactions Risks
- 27. Laws and Regulations Compliance Risk

Financial Derivatives

Financial Derivatives



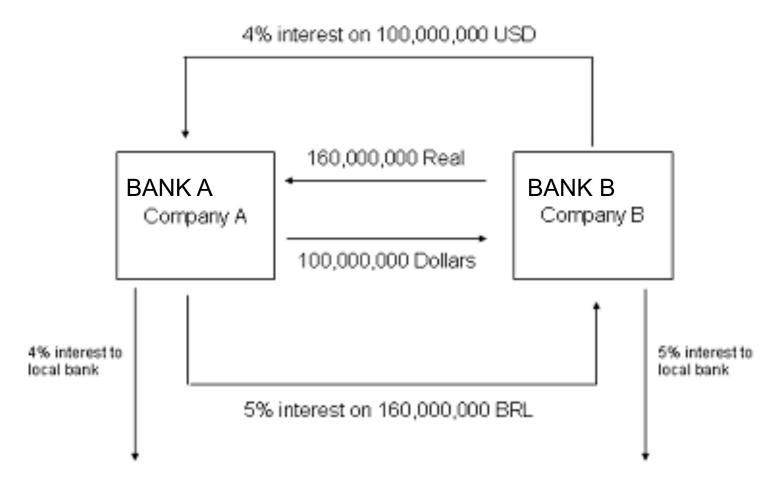
FUTURES

- What Are Futures?
- Futures are derivative financial contracts that obligate the parties to transact an asset at a predetermined future date and price. Here, the buyer must purchase or the seller must sell the underlying asset at the set price, regardless of the current market price at the expiration date.
- Futures are done in official Financial Markets

FORWARD

- What Is a Forward Contract?
- A forward contract is a customized contract between two parties to buy or sell an asset at a specified price on a future date. A forward contract can be used for hedging or speculation, although its non-standardized nature makes it particularly apt for hedging.

Currency SWAP



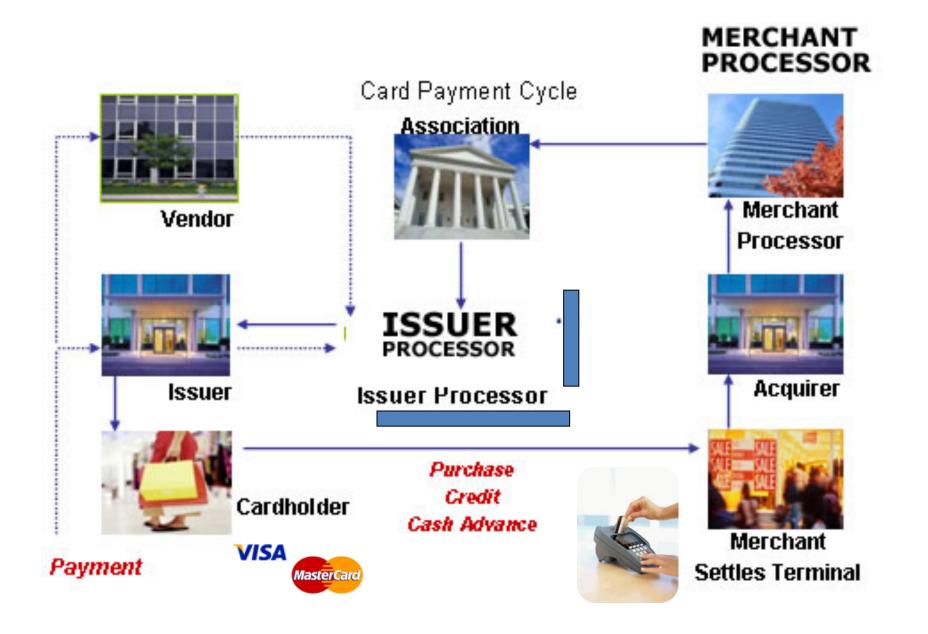
OPTIONS

- Options are <u>financial instruments</u> that
 are <u>derivatives</u> based on the value of underlying
 <u>securities such as stocks</u>. An options contract offers
 the buyer the <u>opportunity to buy or sell (not the</u>
 <u>obligation)</u> —depending on the type of contract they
 hold—the underlying asset. <u>Unlike futures</u>, the
 holder is not required to buy or sell the asset if they
 choose not to.
- <u>Call options</u> allow the holder **to buy the asset** at a stated price within a specific timeframe.
- <u>Put options</u> allow the holder **to sell the asset** at a stated price within a specific timeframe.

Payment Systems in Banks

PLASTIC CARDS

Plastic Card Payment Cycle



Types of Plastic Cards

- Debit Card
- Charge Card
- Credit Card
- Prepaid Card
- Business Card
- Purchase Card

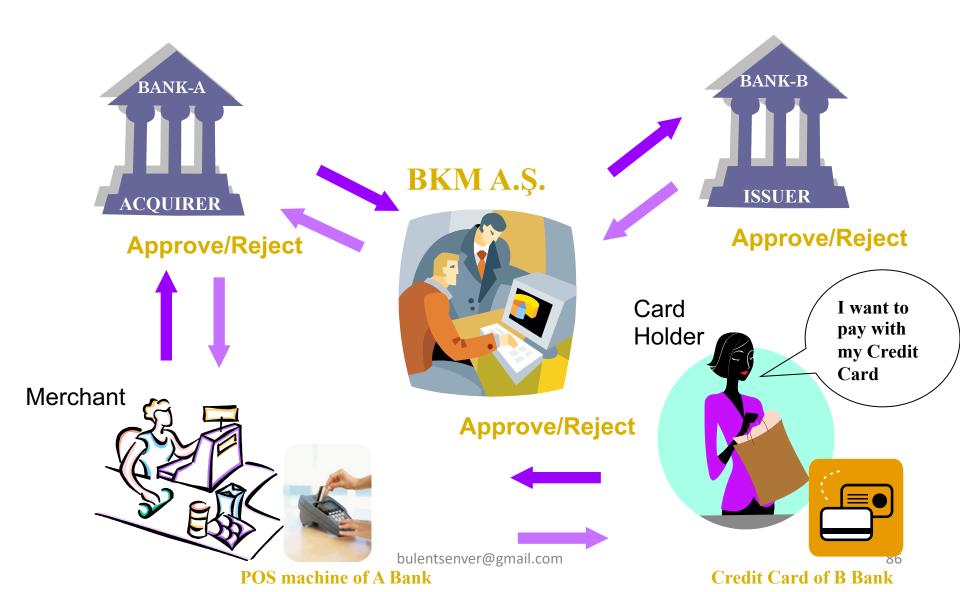
- Installment Card
- Co-Branded Card
- Loyalty Card
- Special Purpose Card

Plastic Card Technology

- Magnetic stripe card
- Chip card
- Contactless card
- NFC Near Field Communication card
- Virtual card
- Biometrics
- Mobile

Local Card used in Turkey

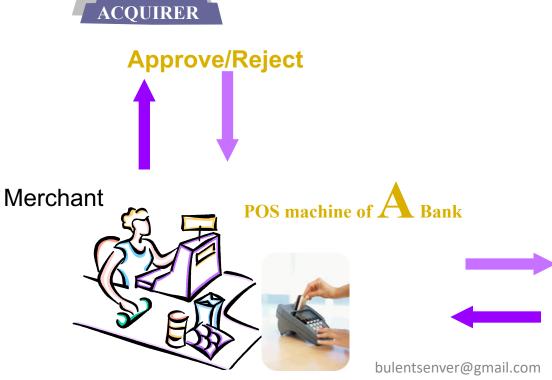
Credit Card On-Line Authorization



Local Card used in Turkey

On-Us Transactions







Local Card used outside of Turkey



Approve/Reject



Issuing Bank routes it first toBKM and BKM routes it to Visa or MasterCard Method 1



International

is executed

Authorisation Process

BKM can only handle the Authorisation. Cleaing and Settlement should be done with VISA and MasterCard

Approve/Reject



Foreign Merchant



Foreign Card used in Turkey Local

BANK-A

ACQUIRER

Merchant,

İŞYERİ

Bank

Approve/Reject

If Issuing Bank is not a Local Bank the Acquiring Bank routes it first to BKM and BKM routes it to Visa or MasterCard

Method 1

VISA/MC

VISA MasterCard

Foreign Bank

BANK-B

ISSUER

BKM A.Ş.

Approve/Reject



Approve/Reject







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Credit Card of a Foreign Bank

Banking Crises

- USA Crises:
- 1980 Savings Banks crises (S&L)
- 2007 sub-prime mortgage loans

- Turkey Crises:
- 2000 November Interest risk Demirbank
- 2001 March Liquidity & Devaluation risk

Moral Hazard in Banking

People will take risks that they should not take if they have an incentive to do so. Risk versus Benefit. (eg. Bearings Bank, Lehman Brothers, İmar Bank)

- Business Ethics
- Conflict of Interest
- Non Compliance with Laws & Regulations
- Violation of Banking Rules & Practices

Future Trends

Banking Business

- 1.Disintermediation
- 2.Globalisation
- 3.Big emerging markets
- 4.Centralisation of operations
- 5.Use of outsourcing services
- 6.Consolidation
- 7.Mergers and Acquisitions

- 8.Decrease in Net Interest Income margins
- 9.Growth in Non-Interest Income Business
- 10.Technology to play an important role in bank success
- 11.New business with new partnership agreements
- 12.New Distribution Channels

- 13.New competition non-bank financial and non-financial institutions
- 14.Franchising of certain bank branch functions
- 15.Importance of Supervision and Audit of banks will increase
- 16.New Laws and Regulations to limit the risks taken by banks
- 17. Behavioural Biometrics (passive & active)
- 18. Fintech & Bank new parnerships

- 19. Open Banking
- 20 Omni-Channel Banking
- 21. Modular Banking
- 22. Smart Banking