



PLUS-FORUM UZBEKISTAN 2025

#Uzforum

Digital transformation and interaction

MAY 28-29, 2025

Uzbekistan, Tashkent, "INTERNATIONAL HOTEL TASHKENT"



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Our presence In social networks





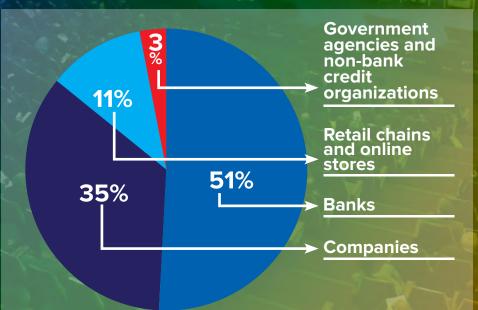






The Forum Format

- CONFERENCE
- EXHIBITION
- ROUND TABLES



Participant countries



ABOUT THE FORUM

In recent years, the rapid development of the fintech industry and digital transformation has been a key driver of almost any business! We are confident that our Forum will become a platform for productive business communication of market participants and professional experts who are fintech headliners, and will serve as an impetus for the development of innovations in Uzbekistan and promising international projects.

We invite companies and institutions interested in the implementation of current initiatives, joint projects and the development of cooperation with partners in Uzbekistan.

The PLUS-Forum will be held with the support of the Central Bank of the Republic of Uzbekistan in the INTERNATIONAL HOTEL TASHKENT.

SUPPORTED BY







AUDIENCE

- Fintech companies and startups, IT parks, accelerators
- Business angels, venture companies
- IT companies, telecom, integrators
- Top international experts in the banking and payments industry
- Heads of retail chains, e-commerce, wholesale companies, shopping centres

OUR EXPERT ADVANTAGES IN UZBEKISTAN

- a large high-quality database of contacts of decision makers in Uzbekistan, such as top managers of the banking sector, including all banks in Uzbekistan, at the level of Board Chairpersons and their Deputies, heads of relevant departments who traditionally take part in our Forums
- our own media resources, associate and media partners have a large professional audience in Uzbekistan
- our PLUS-Forums are an effective networking platform for top managers of fintech companies, startups, telecom, IT, retail, e-commerce, research and consulting companies
- official support of the Central Bank of the Republic of Uzbekistan, ministries and government agencies, professional associations and alliances.



Top international experts in the banking and payments industry



Retailers



Top managers of payment systems and services



Leading experts and consulting firms

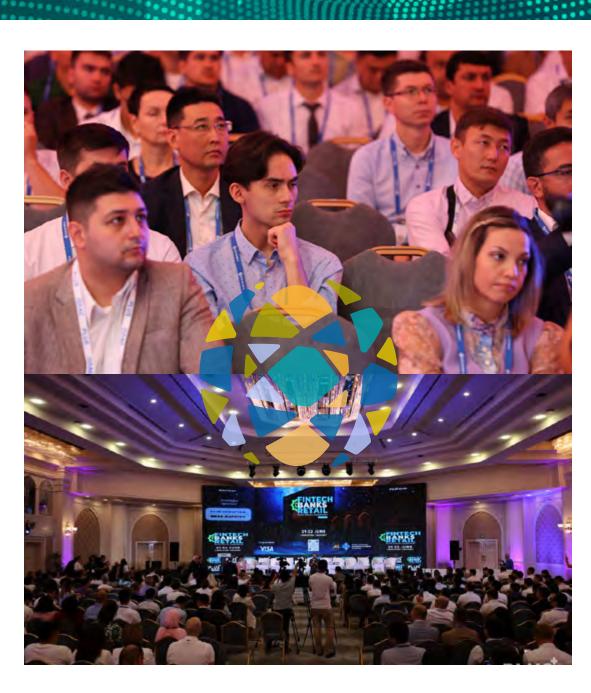


Banking Community of the Eurasian Continent (CIS and EAEU member states)



CEOs of telecom companies, IT, integrators and multi-vendors





Hall «AMIR TEMUR»

Session 1

Digitalization as a global trend in the modern state and banking business

- Development of the digital state and digital economy of Uzbekistan
- Digitalization of public services, banking and retail in the context of transformation of the society and market
- Global financial sector. Digital society and banks. Challenges of the digital world. Platforms. Ecosystems. Marketplaces
- Banking market of Uzbekistan. Current state. Prospects
- eGov. From e-government to digital society
- Development of the national payment system. New vectors. Goals and objectives
- 🏟 Key trends in the payments industry. The most significant regulations of the Central Bank of the Republic of Uzbekistan in 2024-2025
- From cyber attacks to cyber wars. Cybercrime and fraud as a global threat to the world community and national markets

Session 2

Banking business under transformation. The best business cases of retail banking

- Digital bank as an example of a successful business case
- Interbank cooperation and international projects. Prospects for the integration of national payment systems and ecosystems
- Best practices in the implementation of innovative products
- Artificial intelligence as the kernel of progress in the 21st century. Expected positives and potential problems
- Web-3.0. Decentralization and token-based economy. Internet on the blockchain platform
- Accounting in online banking. Specifics. Solutions
- How to create an application for money transfers with value added services
- Regulation in the context of digitalization. Improvement of legislation. The role of regulatory sandboxes

Session 3

Artificial intelligence. The role and place of Al at the national level, in business, IT and finance

- Uzbekistan. Digital infrastructure. Risks arising from its insufficient development
- Artificial intelligence. Development of Al at the national level. Relevant areas of Al use in business, technology and finance. Objectives and tasks
- Regulation of AI, machine learning and other areas of digitalization. The role of the state
- Machine learning technologies as a catalyst for the development of artificial intelligence platforms to combat fraud
- Synergy of Big Data and machine learning. New opportunities for working with Big Data
- Forecasting demand and improving service quality through machine learning
- Preparedness of the financial system to interact with clients in the era of strong Al. Speech technologies for working with bank clients. New opportunities
- How Al technologies change customer experience and business processes
- 🖶 Al as an active participant in retail banking robotization projects. Chatbots and messengers. Smart billing. Areas most promising for implementation
- Artificial intelligence and Big Data. Disruptive technologies in handling Big Data. Towards faster processing and better availability
- Cloud technologies, artificial intelligence and machine learning in antifraud practices



Hall «ALLEGRO»

Session 2A

Crypto industry. Current status, trends, forecasts. Tokenization of assets. Fintech platforms and distributed data registries. Blockchain

- Crypto industry 2024–2025. Development trajectory in recent years. Expected scenario for further development of the crypto market
- Development of legislation regulating the digital asset market. Creation of crypto exchanges and virtual asset exchange operators
- New crypto products that are already in use. Implemented initiatives
- Digital som. Deadlines, plans and scenario for launching the digital som. The tasks it will solve. Strengthening the country's financial sector and increasing the efficiency of public administration
- Taxation of crypto products. How the tax regulation of the crypto business will develop
- Digital assets. Challenges and opportunities for investment markets. DFAs and digital currencies
- New roles of stablecoins. Prospects for integrating USDC and EURC into digital asset services, payments, treasury management and a number of financial applications
- From USDC and EURC to the issuing of stablecoins in national currency. New horizons of cross-border settlements and more
- The place of banks in the crypto industry. The concept of crypto banks. The crypto lending system
- Comparison of traditional and cryptocurrency exchanges. Differences in functionality, risks and capabilities
- Crypto card. Crypto card holder. Why we need this card and how it works. Risks. Advantages and prospects
- Innovations in blockchain or New capabilities of cross-border services
- NFT. Scenarios for using tokens in the near future and in the medium term

Session 3A

Development of IT infrastructure. Software and hardware

- Development of national payment systems key challenges amid the global processes of self-development and integration
- Digital bank as an example of a successful business case
- Digitalization of cross-border payments and additional paid services
- Seamless, simple and secure. The basic triangle of digital solutions development. Key cases of new generation products
- Acquiring business strategies. Building a unique acquiring ecosystem
- Instant (faster) payment systems. International experience. Promising projects. Further development and improvement of faster (instant) payment systems.
- Evolution of QR codes. What awaits banking and public services on this path?
- Synergy of the mobile bank with other service and sales channels
- How banking services are changing. Global and local trends shaping the industry



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Hall «ALLEGRO»

Session 4

Development of infrastructure. ATM and POS-terminal networks. Self-service banking

- Improvement of the infrastructure as a requirement for the development of the banking system, a social demand of society and consumers
- Development vectors of the front- and back- infrastructure of the banking ecosystem as a response to the patterns of logic and philosophy of self-development of systems
- Reorganization of bank branches. The new generation of offices phygital a combination of digital and physical experience. Process modernization and cash circulation automation at bank branches
- Remote banking. At the intersection of banking and fintech. A new role in the new conditions
- Remote identification as a necessary element for the development of modern society. Biometrics - from government services to banking, public transport and retail
- Self-service banking as an element of the development of a modern bank
- Making a leap to a new level of self-service banking
- New players in the ATM production market. Results and forecasts
- ATM and POS terminal networks classic functionality or a new type of additional office?
- Consumer experience and self-service devices
- Self-service banking systems and counting and sorting equipment in the new environment

Session 4A

CISO. Security. Cyber threats, social engineering and other relevant challenges

- Cyber resilience of the banking and payments industry. Concentration of cybersecurity resources
- Government's efforts to build an infrastructure aimed at reducing crime in the banking sector
- Who is attacking banks today and how? Overview of cyber gangs, their techniques and tactics. Actual experience of counteraction
- Ransomware 2023-2025. Still the most dangerous area of crime? Changes in gangs' tactics. Counteraction measures
- Social engineering main vectors 2023-2025. Multiple growth of telephone fraud amid the development of non-cash payments volumes and infrastructure. Migration of telephone scammers to social networks
- Deepfakes. How "deep" are the fakes, and can they be successfully counteracted?
- Droppers as accomplices to theft. Identification, suppression, punishment of droppers as necessary measures to counter social engineering
- Cryptocurrency and crypto business. Is blockchain really that safe? Main types of attacks on "crypto"

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Session 2B

Banks and retail. Further interoperating and development

- Effective strategies for the acquiring business development and QR payments 2025. New payment scenarios
- Lending formats in the current climate
- Fintech as a method of additional monetization
- E-commerce in the market of Uzbekistan
- Successful practices in introducing innovative products
- Customized solutions for accepting online payments

- Cash collection and self-collection. Best business practices
- Bio-acquiring: advantages and disadvantages. Development prospects
- How payment services of marketplaces are quickly changing the market of retail banks. Causes and consequences of the emergence of a wide base of marketplaces' loyal customers who previously worked with retail banks
- © Competition between fintechs and banks? How do they share the market?
- Biometric identification. Can it replace a passport?



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Session 3B

MFOs. A new approach to microfinance organizations and microfinance banks (MFBs). **Objectives. Tasks. Expectations**

- Legislation and MFOs in Uzbekistan. New rights of MFOs allowing them to enter into leasing agreements, provide guarantees and factoring services – putting money on accounts with repayment in installments
- Microfinance entities and services related to Islamic finance
- Independent superapps for micro lending, "embedded" into marketplaces
- Microfinance banks (MFBs) an intermediate link between microfinance organizations (MFOs) and commercial banks
- 🏟 Formation of the MFB institution the next step towards better financial system sustainability and improved financial literacy of the population
- Regulators and MFBs. Conditions for issuing a business license to MFBs by the Central Bank of Uzbekistan. The procedure for transforming a microfinance organization (MFO) into a microfinance bank
- Microfinance banks as an elevator for the development of MFOs. Increase in loan portfolio turnover due to the higher rate of reinvestments into loans. Creation of prospects for transformation of MFB into a commercial bank
- Current restrictions for MFB. Ban on foreign trade operations and opening of foreign correspondent accounts: a brake on development, including impossibility to attract foreign investments, or a justified measure to reduce risks?
- MFOs and advertising. Typical violations. How to avoid them in the context of current legislation
- Biometrics. Remote identification of MFO clients. Will mandatory use of biometrics help to combat fraudsters. Experience of CIS countries

Session 4B

Fintech. Open API. Open Banking. Trajectory of financial industry digital transformation

- Digital trends in banking and financial services
- Gartner Cycle. Assessing the current period of fintech development. What awaits fintech in the medium and long term?
- Innovative tools for bank's efficient business processes
- Open API as a step towards Open Banking. Choosing the path of open platforms!
- API economy. Digital transformation of the banking sector
- Neobanks. Challenges and opportunities in the era of digital transformation of the financial industry
- Which neobanks are already present in the Central Asian market and what impact do they have on traditional players in the industry?
- Mobility, affordability and ease of use. How do neobanks leverage their advantages over traditional banks?
- Digital services and facilities. Digital mortgage. How to build a seamless customer journey
- Bank cards. Tokenization and virtualization



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Session 5

Panel discussion "Retail sector in Uzbekistan. **Current state. Key trends. Promising solutions**"

- Transformation of the retail business. Challenges and sustainable development of the market
- 🏟 Retail chains. Strategy and tactics. Main development lines. Formats of the presence of retail on the market
- Payment instruments in retail. Effective acquiring strategies and QR payments 2025. New payment scenarios
- Promising formats of lending and installment plans, express loans, BNPL
- Acquiring business 2025. Rethinking the experience gained. Formation of effective strategies
- Remote biometric identification
- 🖶 Payment link, QR code, what's next? What are we using now, and what changes await us ahead?
- Select: Classic Linux POS-terminal or Android-powered solution? Payments with fingerprint or FacePay? SoftPOS or something else?
- Who will win: Al or NEU (neural processor)? A universal terminal for all occasions or a proprietary product for each market niche? And will there be enough money for that? And is it really that relevant? And who will calculate the TCO?
- Consumer behavior 2025. Loyalty and marketing
- Loyalty program. Demand for a promising loyalty program in the Uzbek market from aviation and public transport to retail and banking

Session 6

e-Commerce. Marketplaces. Key drivers and new growth points. Logistics and fulfillment today

- 🖶 General situation and legislative issues in e-commerce. Regulatory changes
- Marketplaces, Optimal e-Commerce model for capturing real market share
- Marketplaces on their way to effective replacement of a part of retail banks' functionality. What's next?
- representation of marketplace taxation. How do they affect business? What can be rectified?
- Logistics and fulfillment. Prospects for building a regional e-Commerce hub
- Shortage of warehouse space. Current problems and solutions in the construction of fulfillment centers and organization of effective logistics
- 🐵 e-Grocery. Business models, barriers and risks against the background of prospects and results
- 🏚 Development trends and legislative norms in the field of e-commerce in Uzbekistan
- Marketplaces should work for the consumer, for the development of the economy and the state
- Artificial intelligence, machine learning and forecasting systems in e-Commerce. New areas of application
- Customer service management in e-commerce

Session 5A

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Islamic finance and Islamic banking in Central Asian countries. **Current state and prospects**

- Islamic economic paradigm and Islamic banking. Further development paths
- Islamic financial products: innovations, compliance and current development problems
- Development of Islamic economy and financial services in Central Asian countries. Current opportunities and challenges
- Islamic finance. Principles of using credit cards. Specific features of other Islamic products
- "Islamic window" in traditional banking entities. Key challenges and benefits
- Fintech as a driver for the financial products development in Islamic banking. Key innovations in Islamic finance in 2023–2025



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Session 7

Panel discussion. "Retail banking in the 21st century. Digitalization of SMEs. The best business cases in retail banking"

- Digital transformation of the banking industry. Banking as a Service (BaaS). New banking model
- Small and medium-sized businesses. SMB as a catalyst for the development of modern economies. SMB problems
- SMB as a bank client. Why does the average level of financial services for SMEs still leave much to be desired?
- Digitalization of business and banking services for SMB. Reasons for the popularity of the digitalization of servicing SMEs in a bank? What proves the correctness of this choice?
- What does SMB lending look like at the present stage. What are priority areas and why? Opinions of banks and SMB
- Factoring for SMB. Why is factoring popular and relevant for small and medium-sized businesses? What will happen next?
- Role of the regulator. What needs to be changed in regulation to make the work with SMB successful?
- Digital ecosystems and super apps new norms of daily banking
- Embedded Finance. Why embedded finance opens up for non-bank players a powerful channel of offers to users. What should banks do?

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Session 6A

Panel discussion "Women In Tech. Technologies as the foundation of business. The role of women in the transformation of industries»

- The role of women in the technological development of business
- Women's leadership and career
- The contribution of women to the creation of innovations targeted at success
- The future of technology, inextricably linked with women
- Personal stories and experience

Session 8

Financial services in the digital era. From digital mortgage to online insurance. Non-financial players in the financial sector. **Embedded finance**

- Analysis of non-cash payments. Trends and problems to be addressed
- Transformation of banks. Banking technologies in data management
- Banking-as-a-Service (BaaS) or Fintech-as-a-Service (FaaS). Their roles and demand for them in the financial market
- Digital mortgage in Central Asian countries. Is a wider adoption of the business case possible?
- Creating the most effective interface for an online car store. Studying and recognizing the practices of auto brands
- 🏚 Increasing online sales. Focusing on new car sales channels. Simplifying, as much as possible, the customer journey of an online car buyer. Making the online payment for a car user friendly.
- Online insurance. The prospects for this line of digital services. The existing market. Limited channels for products promotion. Rejection of the agency model and aggregation. What will happen next? The most likely scenarios for the development of online insurance.
- What other digital services may gain popularity in the Uzbek market in the near future? Who and to what extent is ready to respond to such changes?
- Client-centric approach. The main driver of the overall success of companies — market participants
- Are financial platforms (marketplaces) still remain banks, fintechs? Or have they already taken the path of creating global bigtechs?
- Bank card vs. Innovations
- New ecosystems XaaS (Anything as a Service)
- Embedded Finance as a powerful channel of offers for non-bank players. Reasons? What should banks do?

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Session 7A

Current problems of the HR market in Kazakhstan and their solutions. Business cases from those best

- The salary race has raised the cost of any position in the recent years. And it keeps gaining momentum. How can it be stopped without sacrificing the guality of employees? Is it possible in principle?
- "Fostering vs hiring." The battle for expertise in a fast-growing industry
- Why a search for key people is often the job of the CEO, not HR
- How are market supply and demand changing in the banking sector, e-commerce and retail from the perspective of white and blue collar workers?
- Has the line personnel depletion because of delivery services stopped? What comes instead?
- 🏟 Problems of education. Relationship between universities and real business and the lack thereof. Problems arising from that and the need to solve them
- 🏚 The situation changed by "relocatees" from third countries. Imported cultural patterns and higher professional standards. plus or minus?
- Donor and acceptor industries: who is hunting our employees and where are we taking them from?
- number 4 square and Al. Is this really a panacea for a shortage of employees or a very expensive cargo cult?

Session 8A

BNPL. Leveraging the BNPL potential. Focus. Plans. Results

- BNPL prospects and practices in Uzbekistan and other Central Asian countries.
- The customer value of BNPL: does it exist at all and where? Weaknesses of BNPL in Kazakhstan
- How payment services are changing the fintech market. The arrival of BNPL services allows installment payments without additional efforts.
- What is the BNPL services niche? BNPL services for e-Commerce. What good does it do?
- BNPL for business (B2B). One and the same factoring but faster and more efficient? eCommerce as the main area of application. Retailer's criteria for choosing a partner – a provider or a bank
- How to avoid businesses' excessive reliance on the BNPL system. Objective assessment of the rate of dependence on installment options offered by partners or banks
- BNPL for B2B new opportunities for e-commerce. Improving the flexibility of the cash flow management system. An effective customer incentive scheme.
- Reducing financial risks within the BNPL model for business. Delegation of responsibility for credit control to the provider. Urgent receipt of payment by the company
- Should the BNPL system be governed by the consumer lending model or does it require new mechanisms?
- Comparison study of operation of the systems such as Afterpay, Klarna, Sezzle in the context of the situation in Central Asia



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Session 5B

Business breakfast. By-invitation-only session

Issues for panel discussion:

- The real role of Al in the transformation and digitalization of public services and banking in Uzbekistan.
- The role and place of MFOs in the banking system of the country
- rypto industry 2025. What awaits the banking and payments sector on this track in the short and medium term?
- How is the market of startups developing in Uzbekistan?
- The tasks a venture fund is faced with
- A set of payment instruments relevant for today's retail banking market
- Further development of QR payments in Uzbekistan. Changes in the development driven by the requirements of tax authorities
- Fintechs vs. banks. Do payment organizations have a future?
- The possibility of cooperation of banks, fintech and retail at a new level?
- Description of the problem? Are banks and the severity of the problem? Are banks and the state prepared to prevent the damage from spreading to a national scale?

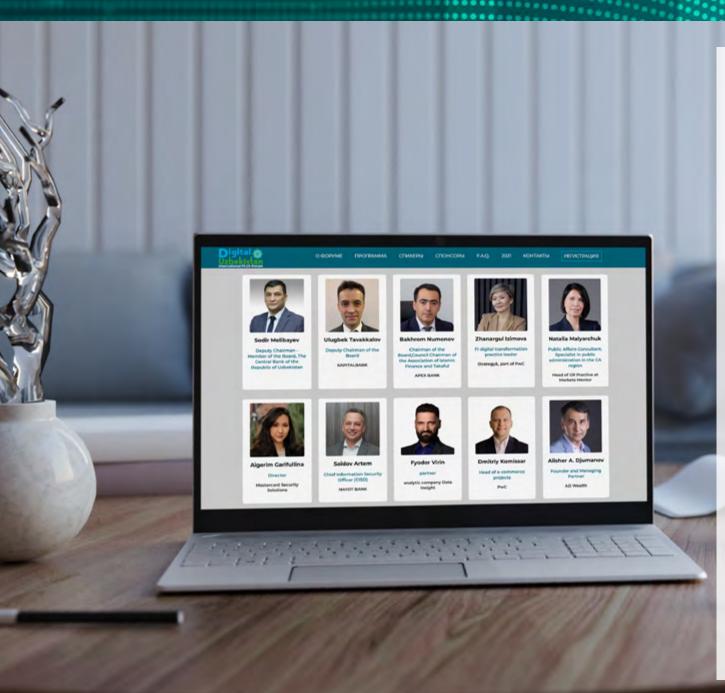
Session 6B

Investments in business. Appetite for investments at the current stage. Risks: their assessment and minimization

Session 7B

Commercial mortgages 2025. Investor appetite for commercial mortgages. Interest of SMEs. **Goals and opportunities. Prospects**

- Commercial mortgages 2025. Investors and their appetite for commercial mortgages. Goals and opportunities. Prospects
- SMEs' interest in commercial mortgages. Reasons for such interest. For how long?
- Limited supply of warehouse infrastructure as a deterrent to the development of civilized formats of retail chains. Commercial mortgages as a solution to the problem
- 🏟 The ratio of the retail area to the warehouse space is an indicator of the warehouse logistics efficiency. In search of the best balance
- 🏟 SMB as a key factor in the retail outlets expansion. Targeting commercial mortgage offers for this segmen
- Ownership of commercial real estate in light of changes in tax legislation. Transformation of supply and demand
- The relevance of mortgages against the backdrop of growing investments in commercial real estate, rental rates and sales. How to take advantage of the moment
- Commercial mortgages as an effective tool for SMEs' penetration into new regional markets
- Risks of acquisition and operation of the commercial real estate. How to minimize them



Information about the speakers is continuously updated. Please visit the Forum website for up-to-date information

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The Forum delegate package includes:



Attendance of the event (conference, round tables, exhibition) during day of the Forum



Forum information materials (conference programme, exhibitors' information, presentations of key speakers, Forum photos)



REGISTRATION

For employees of banks, MDOs, retailers of the republics: Uzbekistan, Kazakhstan, Tajikistan, Kyrgyzstan and the countries of the Caucasus

FREE

For integrators / providers of solutions, equipment or services **RESIDENTS** Republic of Uzbekistan

€ 549

REGISTRATION

FOR OTHER CATEGORIES **OF PARTICIPANTS**

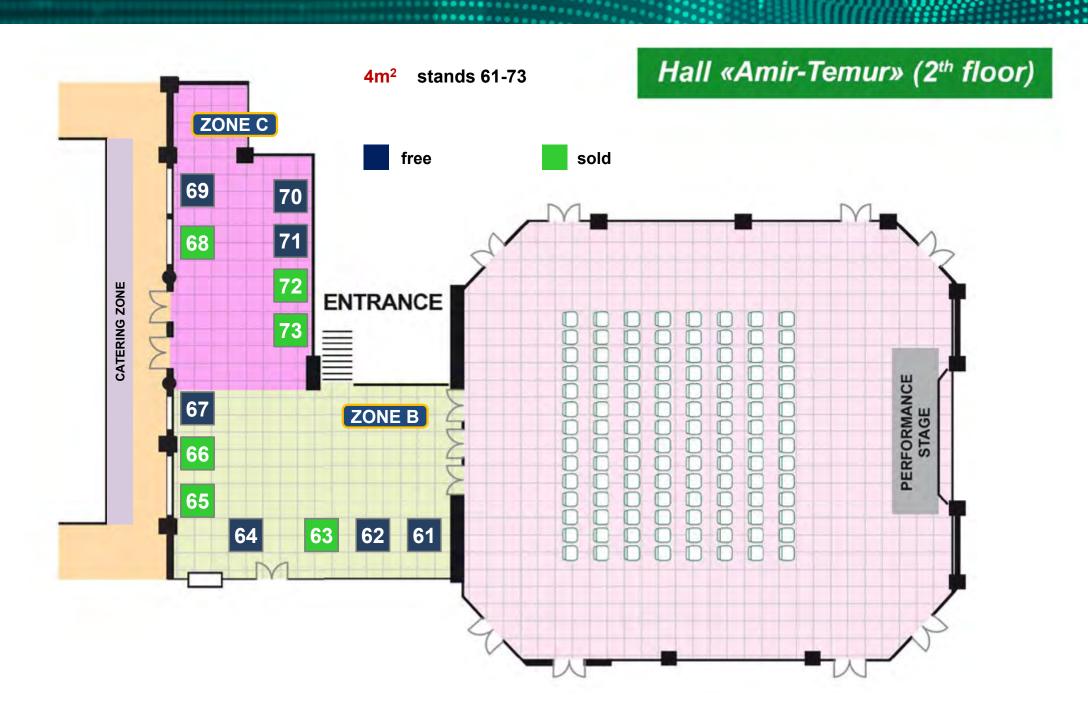
For integrators / providers of solutions, equipment or services and for EMPLOYEES OF BANKING Russia and Belarus

REGISTRATION

ONLINE PARTICIPATION

The Steering Committee reserves the right to deny participation without giving any reason.





PLUS-FORUM SUMMARY 2024





Photo

Main results











27 FEBRUARY



UZBEKISTAN, Tashkent

28-29 MAY



KAZAKHSTAN, Almaty

26 NOVEMBER



TAJIKISTAN, Dushanbe

4 DECEMBER



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