




# Virtual Program on Future-Ready Digital Banking: Strategy, Innovation, Resilience and Trust

 July 7, 2026  09:45 AM to 05:45 PM  CISCO WebEx

 Rs. 15000 + 18% GST  Non-residential

## Background:

The digital banking landscape is undergoing a profound transformation driven by rapid advances in artificial intelligence, embedded finance, open digital ecosystems, real-time payments, cloud adoption and data-driven customer engagement. India has emerged as a global leader in digital public infrastructure, with innovations such as UPI, Account Aggregator, Digital Lending frameworks and the emerging Unified Lending Interface (ULI) & CBDC reshaping financial intermediation and customer expectations. While digitalisation has enabled banks and financial institutions to enhance outreach, improve operational efficiency and deliver personalised customer experiences, it has also amplified risks relating to cyber security, fraud, third-party dependencies, data privacy, algorithmic bias, operational resilience and technology governance. The increasing interconnectedness of financial ecosystems means that disruptions can have wider systemic implications. Recognising these developments, the Reserve Bank of India has intensified its focus on digital operational resilience, responsible innovation, customer protection, cyber preparedness, governance of emerging technologies and strengthening trust in digital financial services. At the same time, global developments in AI-led banking, tokenisation, digital identity and next-generation payment architectures are redefining the future of banking.

## Objective:

To equip senior executives with strategic insights on emerging digital banking trends, regulatory expectations, AI-enabled transformation, operational resilience, cyber security and customer-centric innovation for building future-ready financial institutions.

## Program Highlights

- Evolving digital banking landscape and its strategic implications.
- Regulatory expectations and governance requirements for digital transformation.
- Evaluating the opportunities and risks associated with AI, GenAI and emerging technologies.
- Strengthening cyber resilience, fraud management and operational risk frameworks.
- Leveraging Digital Public Infrastructure and ecosystem partnerships for business growth.
- Developing actionable strategies for building resilient, customer-centric and future-ready digital banking institutions.

## Participant Profile:

Heads of Digital Banking, Chief Customer Service Officers and Senior Officials from Banks, NBFCs & FIs working in the areas of digital transformation, digital strategy, digital lending, payments, information technology, customer experience, etc.

## Program Conditions

- Program fees must be paid before the program.
- Banks may depute another officer if the nominated officer is unable to attend.
- Nomination may be cancelled up to five days prior to the program.

[Click here to Nominate](#)

**Last date for filing nomination**

**July 3, 2026**

**For more details, contact:**

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