

CAPA Sydney Sofitel 01 August 2017

Payments in Travel

Five Years from Now

Moderator: Alex Fitzpatrick VP Global Travel Payments – Travelport

5YFN – The Panel

Nazim Ali – VP Sales, Asia Pacific ADYEN

Steve Mackenzie – CEO THE LIDO GROUP

Hugh Twomey – Regional Sales Manager AIRPLUS

Charles Sultan – SVP Supplier Services, CONCUR

Gregor Lochtie – Director, Commercial Payment Solutions, MASTERCARD

Anthony Drury, Director, Head of Enterprise Business PAYPAL

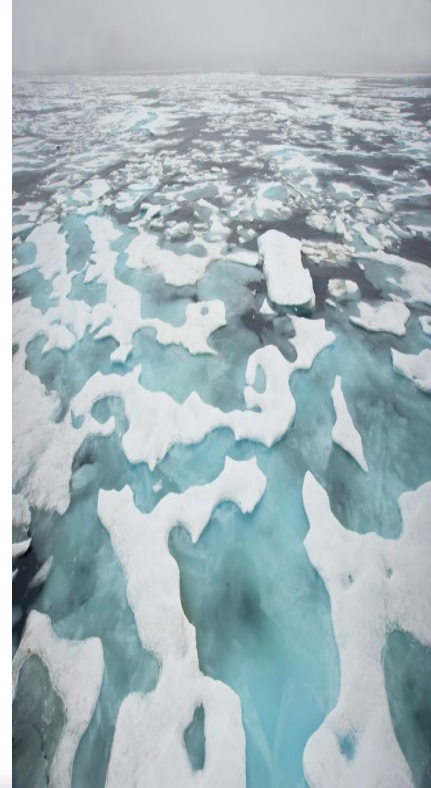
Panel Discussion: 5YFN Predictions are that many of us will be driving electric cars and using biometrics to pay.

How we will manage travel payments by 2022?



Panel Discussion: Tailored contact, climate change, travel based on search history and Preferences.

How will this impact 'offers' travellers will receive when planning their next trip?



Panel Discussion: Sweden cardless by 2025,
India cashless by 2020.

Where will Australia and Asia be 5YFN
when it comes to how we will buy?



- *Poll: Would you be comfortable living in a cashless and cardless world?*

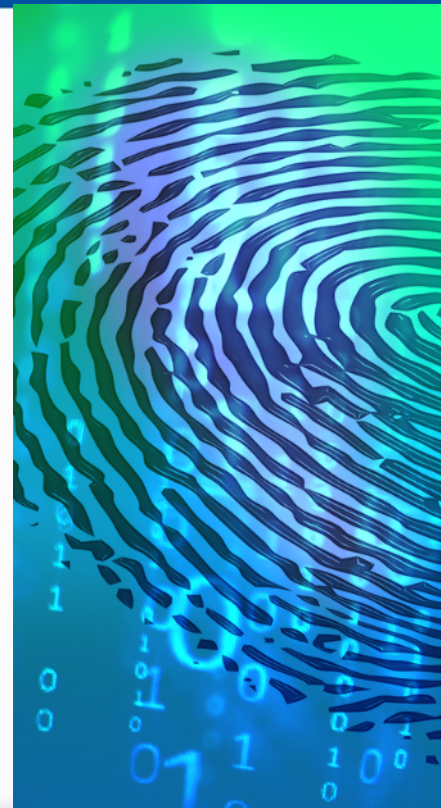
- Answer:

- Yes
- No
- Cashless yes, Cardless no
- Not sure



Panel Discussion: Frictionless travel, customer mapping, design responses specific to traveller needs and more engagement throughout the journey.

What are technology providers doing to meet these needs and what can we expect by 2022?



Panel Discussion: Voice Assist such as Amazon's Alexa, Google Assist, Siri.

Will we be using Voice Robotics to book and manage business travel by 2022?



- *Poll: We will be using Voice Assist devices to book business travel by 2022.*

- Answer:

- Agree
- Disagree
- Leisure maybe, Business probably not
- Not sure



- *Panel Discussion:* Apple and Amazon are using an abundance of customer data.

- Can privacy and personalisation work together?



Panel Discussion: GPS technology can guide us straight from the airport to our Hotel room with no human Interaction.

Will this this possible 5YFN and is it something that Business travellers want?



Panel Discussion: How will moving to a fully digital world on the front end impact payment systems and processors?

What can we learn from the finance industry when it comes to payments in Travel?



- Poll: *The majority of Business travel will adapt to a sharing economy by 2022.*

- Answer:

- Agree
- Disagree
- Leisure maybe, Business probably not
- Not sure



Panel Discussion: What will be the biggest impact to business travel 5YFN?