

Bankers Meetup

A graphic element consisting of four curved, overlapping shapes in shades of pink, purple, and blue, arranged in a star-like pattern.

2026
Kathmandu
Nepal

From Adoption to Transformation

Table of Contents

Introduction to Bankers' Meetup 2026	01
Checkout by Fonepay: Simplifying Nepal's Digital eCommerce Journey	02
BankNXT : The AI-Powered Future of Digital Banking in Nepal	08
Ross Dawson: Bankers' Meetup 2026 Keynote	13

Introduction to Bankers' Meetup 2026

For nearly a decade, Bankers' Meetup has been a private and exclusive gathering for the prominent CEOs and leaders in the banking industry.

Hosted by F1Soft, it serves as a platform for innovation, collaboration, fostering of strategic conversations, and a pulse check on forces shaping the industry.

As Nepal's banking sector reaches a pivotal moment in its digital journey, this year's theme "From Adoption to Transformation" reflects a shared ambition to move beyond implementation and toward meaningful, industry-wide change.

Bringing together senior leaders from across Nepal's banking and financial ecosystem, the meetup is designed as a platform for strategic dialogue, innovation showcases, and the exchange of forward-looking perspectives on the future of digital banking in the country.

Checkout by Fonepay:

Simplifying Nepal's Digital eCommerce Journey

Just a few years ago, digital payments in Nepal felt more like an option than a habit. People still relied heavily on cash, merchants were slowly adapting to QR payments, and online transactions often felt time-consuming. Digital banking worked, but it was not always smooth or convenient for everyday users.

Today, Nepal's payment landscape looks completely different.

From local grocery stores and cafes to restaurants, ride services, and retail shops, QR payments have become part of daily life. Customers no longer pause before scanning a QR code. It has become natural, fast, and familiar.

The growth behind this shift is remarkable.

More than 2 million QR transactions now take place every day in Nepal, processing over NPR 5 billion daily. In only six years, digital payments have moved from limited adoption to mainstream usage.

This transformation did not happen because of technology alone. It happened because customers gradually began to trust the system. Banks improved accessibility, payment networks simplified transactions, and merchants encouraged digital behavior across businesses of every size.

Today, digital payments are no longer seen as a modern alternative. For many people, they are becoming the preferred way to pay.

But as Nepal's digital ecosystem grows, customer expectations are also changing.



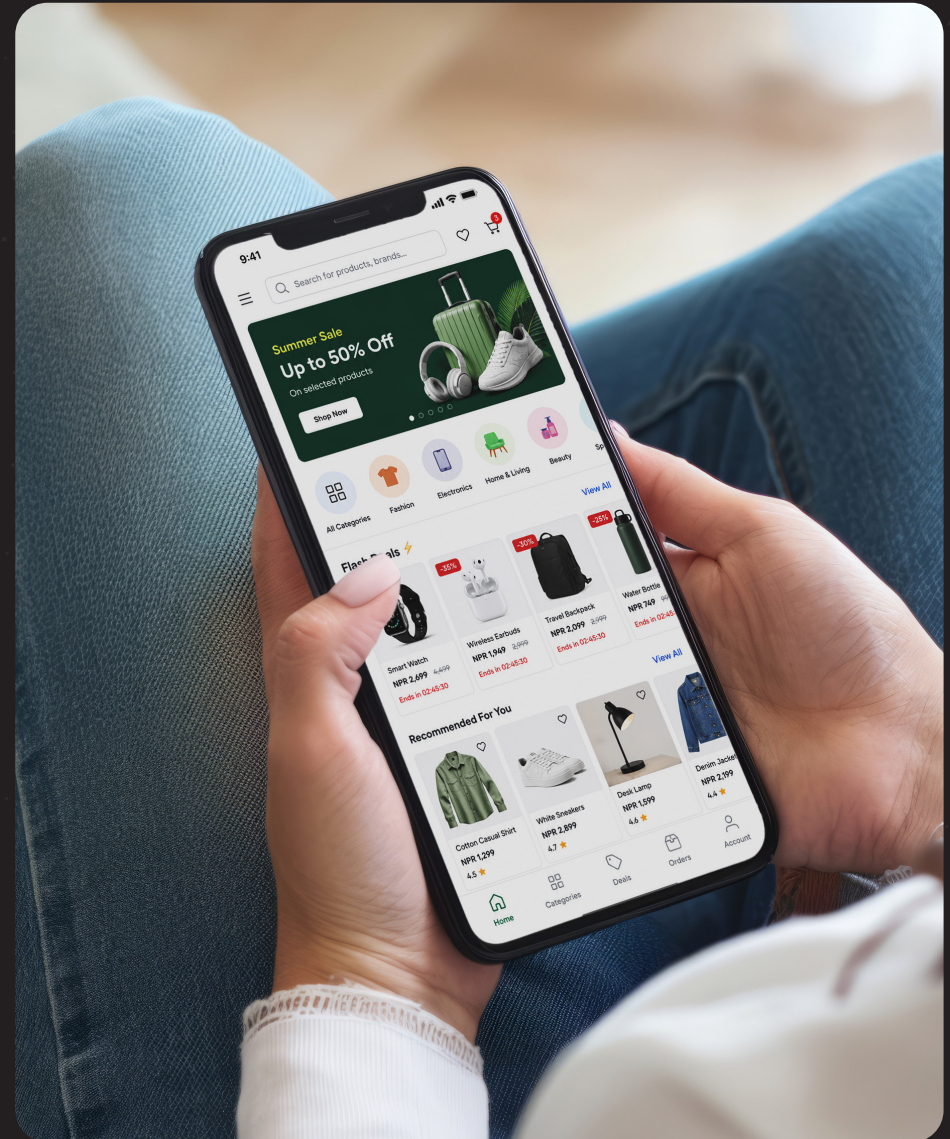
Nepal's E-Commerce Market Is Growing Fast

Nepal is now witnessing rapid growth in digital commerce. Thousands of businesses operate online through websites, mobile apps, and social media platforms. Consumers are becoming more comfortable ordering clothes, electronics, food, travel services, and daily essentials online.

According to market estimates, Nepal's e-commerce sector is approaching USD 928 million, reflecting the growing confidence in online shopping and digital business models.

However, despite this strong growth, one important challenge still affects the online shopping experience.

That challenge is checkout.



The Biggest Problem Often Happens at the Final Step

Globally, nearly 70 percent of online shopping carts are abandoned before payment completion. (Source: Baymard) One of the biggest reasons behind this trend is a lengthy or complicated payment process. This is a challenge many Nepali customers can also relate to.

In many online payment journeys, users are required to select their bank, move through several pages, enter banking credentials, wait for OTP verification, and complete multiple security steps before the

transaction is successful. While these processes are important for maintaining security, they can sometimes create unnecessary friction for users who expect payments to be quick and convenient.

For businesses, this friction can directly impact sales and customer trust. Even interested customers may leave before completing their purchase if the process feels slow or confusing. As Nepal's digital economy grows, improving the checkout experience is becoming increasingly important for both merchants and customers.

Checkout Experience Today



Select Product



Add to Cart



Choose Fonepay



Select Bank



Username Password



OTP

Checkout by Fonepay Brings Simplicity to Online Payments

This is where Checkout by Fonepay aims to create meaningful value for Nepal's e-commerce ecosystem.

Checkout by Fonepay focuses on simplifying the online payment experience by making transactions feel smooth, secure, and seamless. Instead of requiring customers to go through several complicated

steps, the platform creates a more unified payment journey through their trusted banking system.

The importance of simplicity in digital payments should not be underestimated. In online commerce, even a small delay or an additional step can influence whether a customer completes a transaction or abandons it midway. A smoother checkout experience can help improve transaction success rates, strengthen customer confidence, and create better experiences for merchants as well.

Just one Smooth, Secure Experience with your

Trusted Bank



Select Your Bank



Authentication



Confirm Transaction

Nepal's QR Success Story Offers an Important Lesson

In many ways, this approach reflects the same transformation Nepal witnessed with QR payments. When QR technology first entered the market, adoption was gradual because people were unfamiliar with the process. Over time, customers realized that digital payments were easier than carrying cash or searching for exact change. Merchants also benefited because accepting QR payments became affordable and efficient.

Today, QR payments are deeply integrated into Nepal's daily economy because the experience became effortless for users.

Checkout by Fonepay appears to follow the same principle for online commerce. The goal is not only to enable payments, but also to make the experience feel natural and convenient for customers who increasingly expect speed and simplicity in the digital world.



The Future of Nepal's Digital Economy Depends on Better Experiences

Nepal's digital banking journey has already made remarkable progress in a short period of time. The focus now is gradually moving beyond adoption toward improving customer experience. Customers today want payment systems that are fast, secure, reliable, and easy to use without unnecessary complications.

A stronger digital payment ecosystem can also contribute to broader economic growth. It can help small businesses expand online, support entrepreneurs outside major cities, strengthen financial inclusion, and encourage greater participation in Nepal's digital economy.

The transformation already happening across Nepal shows that customers are ready to embrace digital innovation when it genuinely improves their daily lives.

The next phase of Nepal's digital future may not simply depend on adding more digital users. It may depend on creating payment experiences that feel effortless enough for customers to use confidently every single day.



BankNXT:

The AI-Powered Future of Digital Banking in Nepal

Nepal has witnessed a massive surge in digital banking over the last few years. What was once considered a modern convenience has now become an everyday necessity for millions of people across the country. Nearly 29 million people in Nepal are currently using mobile banking apps. Every single day, around 3.7 million transactions worth approximately NPR 22 billion are processed digitally. These numbers reflect not just technological growth, but a complete shift in consumer behavior and expectations.

Banking today is no longer limited by branch timings or physical locations. Customers can check their balance at midnight, transfer funds instantly, pay utility bills within seconds, and manage their finances from virtually anywhere. This marks a dramatic

transformation from the past, when paying bills often meant standing in long queues and dealing with time-consuming manual processes.

Adoption is only the first step. The real goal is transformation, moving beyond basic banking services to improving people's overall financial well-being.

This is where BankNXT comes in. Rather than being just another banking platform, BankNXT is introduced as the next evolution of digital banking in Nepal, a platform designed to transform banks from transaction providers into intelligent financial partners.

29M

People in Nepal are currently using mobile banking apps.

3.7M

Transactions worth approximately

22B

Processed digitally

A New Era of Banking Experience

For years, digital banking focused on digitizing traditional processes. Branch visits became mobile apps. Manual payments became online transfers. Paper forms became digital onboarding. That transformation was important. But customer expectations have evolved.

Today's users expect banking to feel seamless, contextual, and smart. They want experiences that understand their needs, simplify decisions, and reduce friction.

BankNXT is built around exactly that vision.

Instead of simply showing customers what happened in their accounts, the platform is designed to help users understand what comes next. It combines intelligent automation, personalized experiences, and AI-powered insights into one connected banking ecosystem



Built on a Powerful Digital Core

Built on three core layers, BankNXT combines a powerful digital foundation, smart customer-focused products, and an advanced AI intelligence layer. Its core infrastructure is designed for speed, resilience, and scalability, capable of handling thousands of transactions every second while ensuring uninterrupted service.

BankNXT moves digital banking beyond transactions by offering proactive, intelligent financial experiences. It helps users anticipate expenses, manage balances, and build better saving habits through personalized insights, while also introducing Kids Space to promote early financial literacy. The platform strengthens engagement by rewarding meaningful financial behavior, not just transactions. On the operational side, it simplifies banking with omni-channel onboarding, Customer 360, and AI-assisted KYC, creating a smoother and more connected experience for both customers and banks.



The Intelligence Layer: Banking That Understands Context

Perhaps the most ambitious part of BankNXT is its AI-driven intelligence layer, Cortex. This is where the platform moves beyond “smart features” and toward contextual financial assistance. Built around the idea that technology should work for the user, not the other way around, Cortex delivers personalized experiences through AI-powered assistance, advice, and automation.

Based on individual behavior, spending patterns, and financial goals, the platform can personalize dashboards, recommend actions, and surface insights that are genuinely relevant to each user. More importantly, the AI is designed to interact naturally.

Users can ask questions in everyday language: “Can I afford a phone upgrade this month?”, “Where am I overspending?” or even “Roughly how much money will I have at the end of this month?”, where they are overspending, or how their financial situation may look by the end

of the month. Instead of manually calculating numbers or reading complex reports, users receive direct, conversational insights. This same intelligence also extends to banking teams, helping them analyze customer trends, understand churn patterns, and identify opportunities more effectively.



Beyond Digital Banking

What makes BankNXT stand out is not just the technology itself, but the direction it represents.

The platform reflects a broader shift happening across global banking, moving beyond transactions and toward financial well-being. Banking is no longer only about storing money or processing payments. It is increasingly about helping people feel more confident, informed, and in control of their financial lives. That shift is what makes BankNXT more than a digital banking upgrade.

It represents a new vision for banking in Nepal, one where technology quietly works in the background to make financial experiences simpler, smarter, and more meaningful.

The Road Ahead

As digital expectations continue to rise, banks are being challenged to evolve far beyond traditional systems and interfaces. Customers now compare their banking experience not only with other banks, but with the best digital products they use every day. BankNXT appears to be built with that reality in mind.

By combining a scalable core infrastructure, intelligent customer products, and an AI-driven experience layer, the platform represents a meaningful step toward the next generation of banking, one that feels less mechanical and more personal.

And perhaps that is the real transformation: not simply making banking digital, but making it genuinely helpful.



Ross Dawson:

Bankers' Meetup 2026 Keynote

There are certain moments in history when technology doesn't just improve industries, it reshapes the future of entire nations. According to futurist and business strategist Ross Dawson, Nepal may be standing at exactly that kind of moment today.

At the Bankers' Meetup 2026, Dawson delivered a keynote that talked about artificial intelligence and beyond. His message was ultimately about people, progress, trust, and the choices leaders make during times of transformation.

In many ways, Nepal has the opportunity to move faster than larger economies that are still trapped inside outdated systems and legacy infrastructure. His keynote speech wasn't about fear of AI replacing humans. It was a call to imagine what becomes possible when humans and AI work together.

The Year 2026

The year 2026 is positioned as a critical turning point in the evolution of finance and technology. According to Dawson, human knowledge is expanding at an exponential rate, and the rise of Generative AI has significantly accelerated what individuals and organizations are capable of achieving.

In this new environment, AI is best understood not as a replacement for human intelligence, but as an amplifier of it. Its role is to extend human intent, enabling faster analysis, deeper insights, and broader execution of ideas. Modern AI systems are already reaching or surpassing expert-level performance in several specialized fields, including areas traditionally dominated by PhD-level researchers.

This development is shifting the focus of discussion away from what AI can do, toward a more important question: how humans choose to use these capabilities responsibly and meaningfully.

Nepal's Leapfrog Potential

Nepal holds a rare opportunity to bypass the constraints of legacy financial systems that have slowed transformation in many developed economies. With mobile transactions growing by around 30% annually and QR payments becoming increasingly common, the country already has a strong foundation for a modern digital banking ecosystem. However, the real shift lies ahead, moving beyond simple

digital adoption toward building truly AI-native financial institutions that are designed for intelligence, adaptability, and scale from the ground up.

At the same time, with a significant portion of the population still outside the formal financial system, there is a powerful opportunity to drive deeper financial inclusion through smart, accessible, and human-centered technology.

AI-Native



The Human-AI Sandwich

As organizations adapt to AI, the key challenge lies in designing effective collaboration between humans and machines. One practical model described by Ross Dawson was the “AI Sandwich.” In this structure, a human defines the objective, AI generates an initial output, and the human then reviews and refines the result. This approach balances efficiency with oversight and judgment.

Another model is the “human-in-the-loop” framework, where AI handles the majority of execution while humans step in at critical checkpoints to provide guidance, approval, or contextual understanding. Beyond these models, organizations are increasingly required to define “decision architectures.” These frameworks determine the level of autonomy granted to AI systems, ranging from basic supportive tools to advanced systems capable of operating with strategic independence under human supervision.





The Shift to “Knowledge-Based” Relationships

The future of banking is gradually moving away from treating financial services as simple transaction utilities and toward building deeper, knowledge-based relationships with customers. Instead of only processing payments or offering standard services, banks are expected to guide customers in navigating increasingly complex financial decisions, much like helping them surf changing financial conditions rather than just providing instructions.

Imagine opening a banking app, and instead of just seeing a list of recent transactions, you are greeted by an active financial coach. This is the model pioneering institutions globally are moving toward. Instead of passive storage for money, the modern banking platform leverages AI to analyze a user's financial habits, visually map out their future goals like buying a home or launching a business and provide subtle behavioral “nudges” to help them get there.

Leadership Choices:

What Will Make Your Institution Different?

As the Bankers' Meetup came to a close, one message stood out clearly: AI and technology are not making financial institutions look the same, they are making them more unique. With so many new possibilities emerging, leadership teams now have to make clear choices about what kind of institution they want to become. Some banks may focus on owning the customer relationship through simple, chat-based AI experiences. Others may position themselves as ecosystem orchestrators, connecting banks, retailers, insurers, and other partners through open platforms and shared data.

At the same time, leaders must decide how they want to use AI. For some, AI will be mainly about improving efficiency and reducing operational costs. For others, it will strengthen customer engagement and personalization. And for the most ambitious institutions, AI could become the foundation for entirely new business models and revenue streams. The choices leaders make today will shape how their institutions compete, grow, and stay relevant in the years ahead.

Shaping the Nepal's Future

The future of Nepal's finance is closely tied to collaboration, innovation, and shared progress. By developing common systems for trust, identity, and digital infrastructure, the financial sector has the potential to strengthen inclusion and accelerate economic participation across the country.

The central message is not centered on technology alone, but on intention. AI amplifies direction and purpose, making it essential for institutions to be clear about the kind of future they want to create. In this evolving landscape, the most important question for leaders and organizations is not what technology can do but what vision it is being used to realize.