

Banking Tomorrow & Beyond

© FISoft International

Discussions, keynotes & presentations
from Bankers' Meetup 2025

Key Themes & Content Structure

01 The Changing Landscape of Banking

- The Early Steps
- Growth of Digitization and Accessibility
- The Current Banking Landscape

02 Key Takeaways from Michael Clark's Keynote

- The Data-Driven Revolution Has Already Begun
- AI Isn't Magic—It's a Partner
- The Rise of Generative AI and What It Really Means
- What's Happening in Banking Is Just the Beginning
- A Call to Action: Don't Wait

03 eSewa's Agentic AI: A New Era of Intelligent Assistance

04 Simplifying Financial Access in Nepal with Account Aggregators and Blockchain

- Enter the Account Aggregator (AA) Framework
- Use Cases Across the Financial Ecosystem
- Enhancing Trust with Blockchain

05 Customer Relationships Reimagined: FoneNXT's digital onboarding solution

- The Challenge With How Things Are
- FoneNXT's Game-Changing Solution
- Why It Matters
- The Future is Effortless

06 A Shared Vision for the Future of Banking



The Changing Landscape of Banking



The Changing Landscape of Banking

Nepal's banking sector has transformed dramatically in recent decades.. In the span of just a few decades, the once brick-and-mortar system has now evolved into a more dynamic and digitally driven industry. This evolution has been fueled by advancements in technology, changing customer expectations, and regulatory reforms aimed at improving financial inclusion and efficiency.





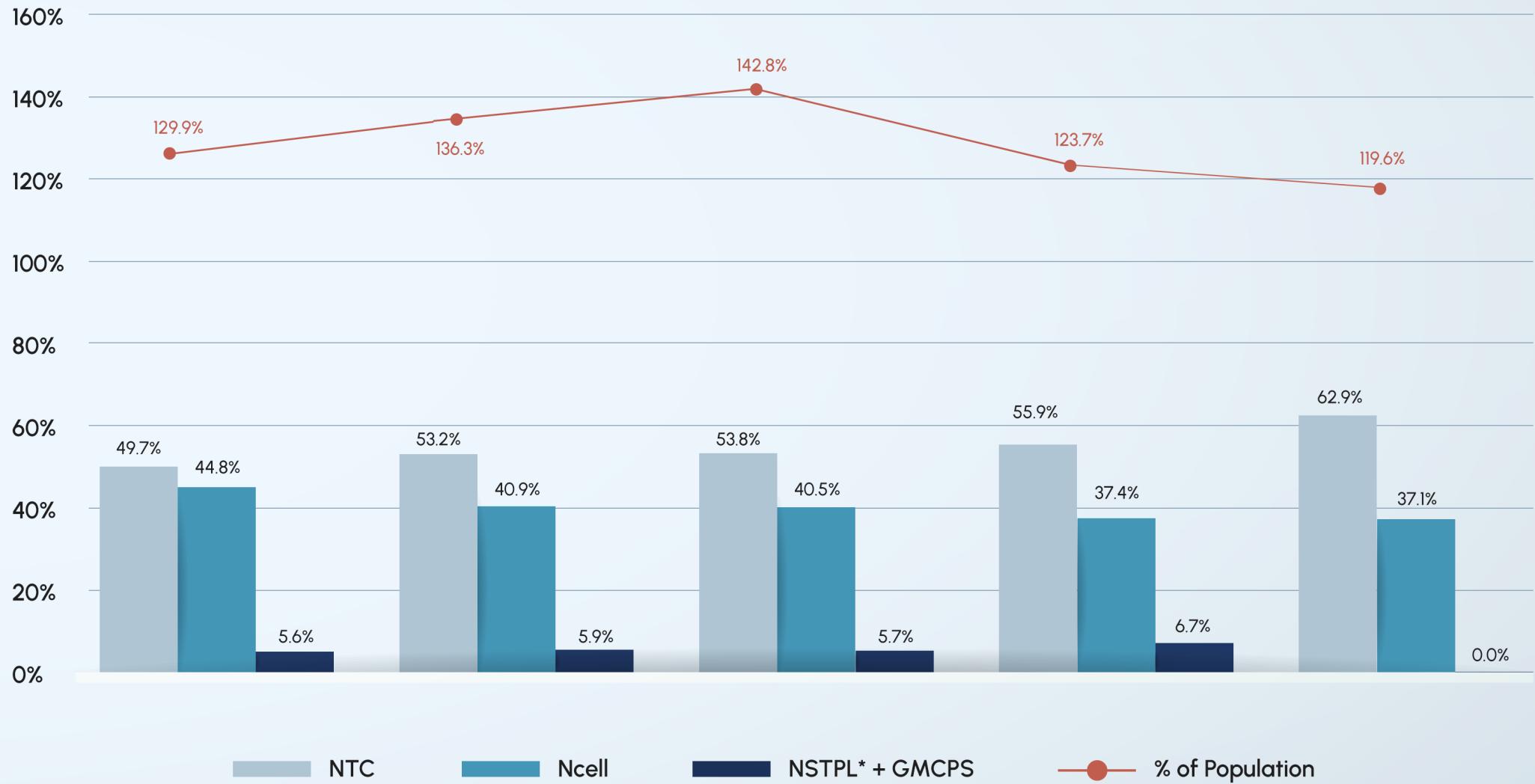
The Early Steps

In the early 2000s, banking in Nepal was primarily branch-based, with customers relying on physical visits for transactions, account management, and other financial services. The first steps towards modernization came with the introduction of the ATMs in 1995 by Himalayan Bank, allowing people to access cash beyond banking hours. Other milestones followed, with Kumari Bank introducing e-banking (Internet Banking) in 2003, and Laxmi Bank introducing SMS banking (Mobile Banking) in 2004, further improving accessibility and convenience in financial services.

Growth of Digitization and Accessibility

Nepal's financial sector has become the country's most digitized industry. As per the research paper by Dr. Kishore Dhungana presented at the Nepal Infrastructure Summit 2024, the total internet access reached 145% of the population. Similarly, mobile broadband access has seen rapid growth, reaching 96.22% of the population in April 2024, up from 56.18% in 2020.

Mobile Penetration



The Current Banking Landscape

Today, digital transformation is at the heart of banking innovation. Customer expectations of seamless, real-time transactions, with a secure digital experience are driven by key developments like mobile banking, digital payment platforms, and fintech integration across the industry. Digital payment platforms such as mobile wallets and QR-based transactions have gained immense popularity, reducing reliance on cash and making financial transactions more accessible.

Nepal Rastra Bank (NRB) has played a pivotal role in fostering digital financial initiatives. By recognizing the shift in the industry as a whole towards digitization, NRB has enabled adoption of digital wallets, internet and mobile banking, and QR-based payments through the licensing of Payment System Operators (PSO) and Payment Service Providers (PSP). Key policies, including interoperability standards, robust cybersecurity measures, and the implementation of digital Know Your Customer (KYC) processes, have significantly enhanced efficiency, security, and accessibility in banking.

According to the research paper presented at the Nepal Infrastructure Summit 2024, the impact of these regulatory and technological advancements has been profound. Between 2019 and 2023, the number of digital wallet users increased by 267%, internet banking users surged by 429%, and mobile banking adoption grew exponentially by 1,810%. Moreover, QR-based transactions have seen unprecedented growth, rising by an astonishing 9,048%, underscoring the widespread acceptance and integration of digital financial solutions across Nepal's banking sector.

**1 MILLION QR
TRANSACTIONS
IN 24 HOURS.**

QR-based payments reach as high as 1 Million QR transactions in 24 hours.

**1,000,000
QR PAYMENTS IN 24 HOURS.**

On March 30, 2025, Fonepay reached a milestone in growth of trust in QR-based payments with 1,000,000 QR payments in the span of 24 hours

The transformation we've witnessed in Nepal's banking sector is not merely an evolution—it's the prelude to what is to come. What we've experienced so far—from ATMs to mobile apps—represents only the foundation of what's possible. The potential lies in emerging technologies and approaches that will redefine what banking means for Nepalese citizens.

The future of banking in Nepal isn't just about technology—it is about creating an inclusive financial ecosystem that empowers individuals and businesses across all walks of life. It's about financial institutions becoming partners in progress, using their digital capabilities to solve problems and create new possibilities.

As we venture into Banking Tomorrow and Beyond, one thing remains clear: institutions that embrace innovation while staying deeply connected to the unique needs of Nepal's diverse population will lead this transformation.

Between 2019 - 2023:

+267%

Digital wallet users

+429%

Mobile banking users

+1,810%

Internet banking users

+9,048%

QR-based transactions

Key Takeaways from Michael Clark's Keynote





Key Takeaways from Michael Clark's Keynote

At the Bankers' Meetup 2025, Michael Clark delivered more than just a talk on technology—he shared a vision of the future, one where data, artificial intelligence (AI), and human potential intersect in powerful and transformative ways. With clarity, enthusiasm, and a realistic approach, he laid out what the next era of intelligence might look like.

The Data-Driven Revolution Has Already Begun

Clark emphasized that data isn't a new concept. Clark emphasized that while data isn't a new concept, the advent of the smartphone marked a pivotal moment, unleashing an unprecedented surge in data generation. Today, it's not just something to store or collect—it has become a vital asset, a form of currency, and a core driver of innovation and decision-making.

He highlighted that the world is now generating staggering amounts of data—zettabytes every year. In his view, the way organizations choose to manage, protect, and make sense of this data will play a major role in shaping their success in the years to come.

AI Isn't Magic— It's a Partner

97 million jobs will be created by 2025, involve collaboration between human and machine.

One of Clark's strongest points was that artificial intelligence isn't magic. He described Generative AI as similar to a highly capable assistant that can handle many tasks - drafting content, translating languages, summarizing data, and supporting customer service operations.

However, these tools have clear limitations. They need clean, well-structured data and precise objectives to function properly. Without proper guidance, even the most advanced AI systems can produce flawed results.

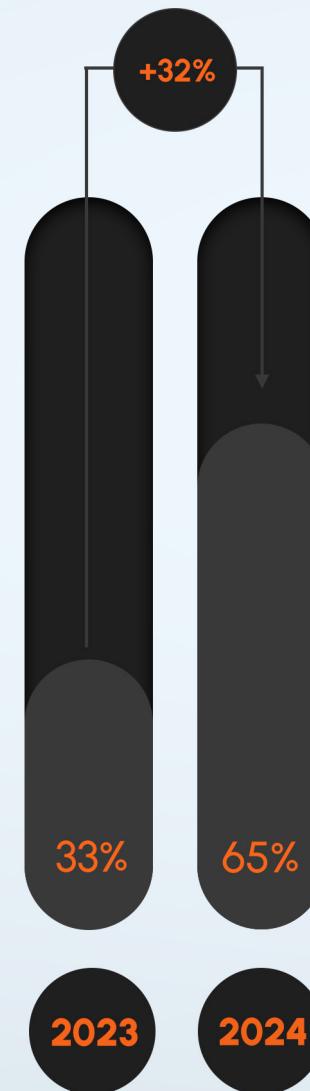


The Rise of Generative AI and What It Really Means

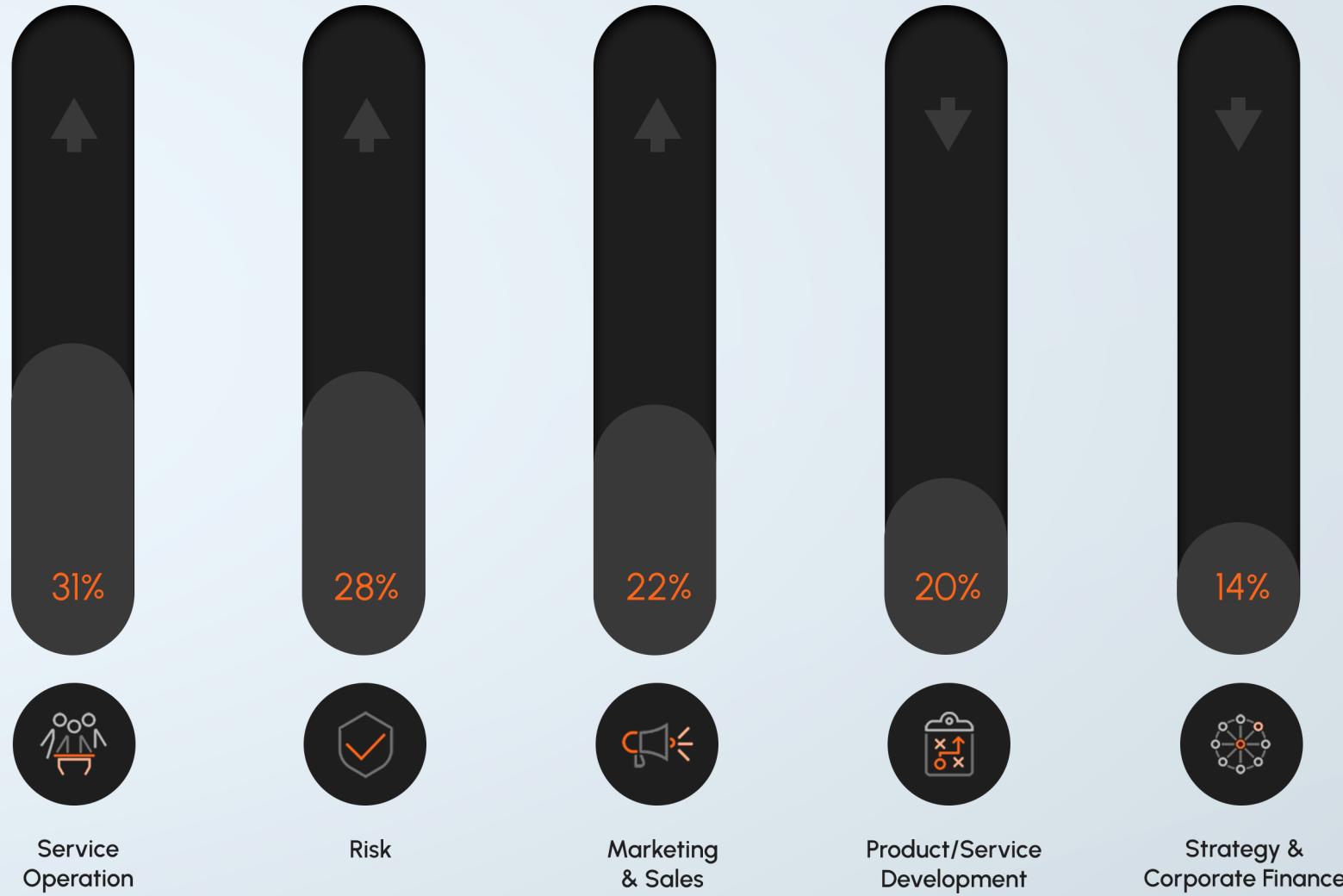
Generative AI represents a major shift in artificial intelligence capabilities. Unlike traditional AI that simply analyzes existing information, GenAI can create new content by learning from massive datasets. This includes text, visuals, summaries, and actionable insights. It reuses what it knows to solve new problems.

Clark shared real-world examples from the banking sector, where GenAI is already helping institutions offer personalized financial advice, improve fraud detection, and streamline services. For instance, Chinabank has launched an internal GPT-based AI system that acts as a business partner, helping streamline operations while delivering more personalized and efficient services to customers. Similarly, the Commonwealth Bank has developed a sophisticated Digital Twin powered by AI, which merges real-time and historical data to simulate and predict customer behavior. This allows for proactive planning, smarter risk management, and deeper engagement with clients. These examples highlight how Generative AI is reshaping the future of banking by making institutions more responsive, data-driven, and customer-focused.

Use of GenAI
percentage in organization



Top AI adoption by function in financial institution



What's Happening in Banking Is Just the Beginning

During the keynote, Clark shared insights into how financial institutions are leading the way in AI adoption. Banks are using GenAI for a range of services including customer onboarding, credit assessments, fraud prevention, and marketing personalization, to name a few. Additionally, Clark suggested that this approach isn't limited to finance; it's a model that other industries can learn from to enhance customer engagement and operational efficiency.

Despite the fast pace of technological change, Clark consistently returned to a central idea: people are still the most important part of the equation. While AI can boost performance and automate routine tasks, it cannot replicate human judgment, empathy, or creativity.

A Call to Action: Don't Wait

To wrap up his keynote, Clark delivered a strong message: organizations should not wait to act. He urged businesses to start preparing now by treating data as a long-term asset. He encouraged building agile, cross-functional teams, investing in skill development, and setting clear goals before implementing AI solutions. Most importantly, he emphasized that companies should begin with a specific problem to solve—not with the technology itself.

eSewa's Agentic AI: A New Era of Intelligent Assistance



eSewa's Agentic AI: A New Era of Intelligent Assistance

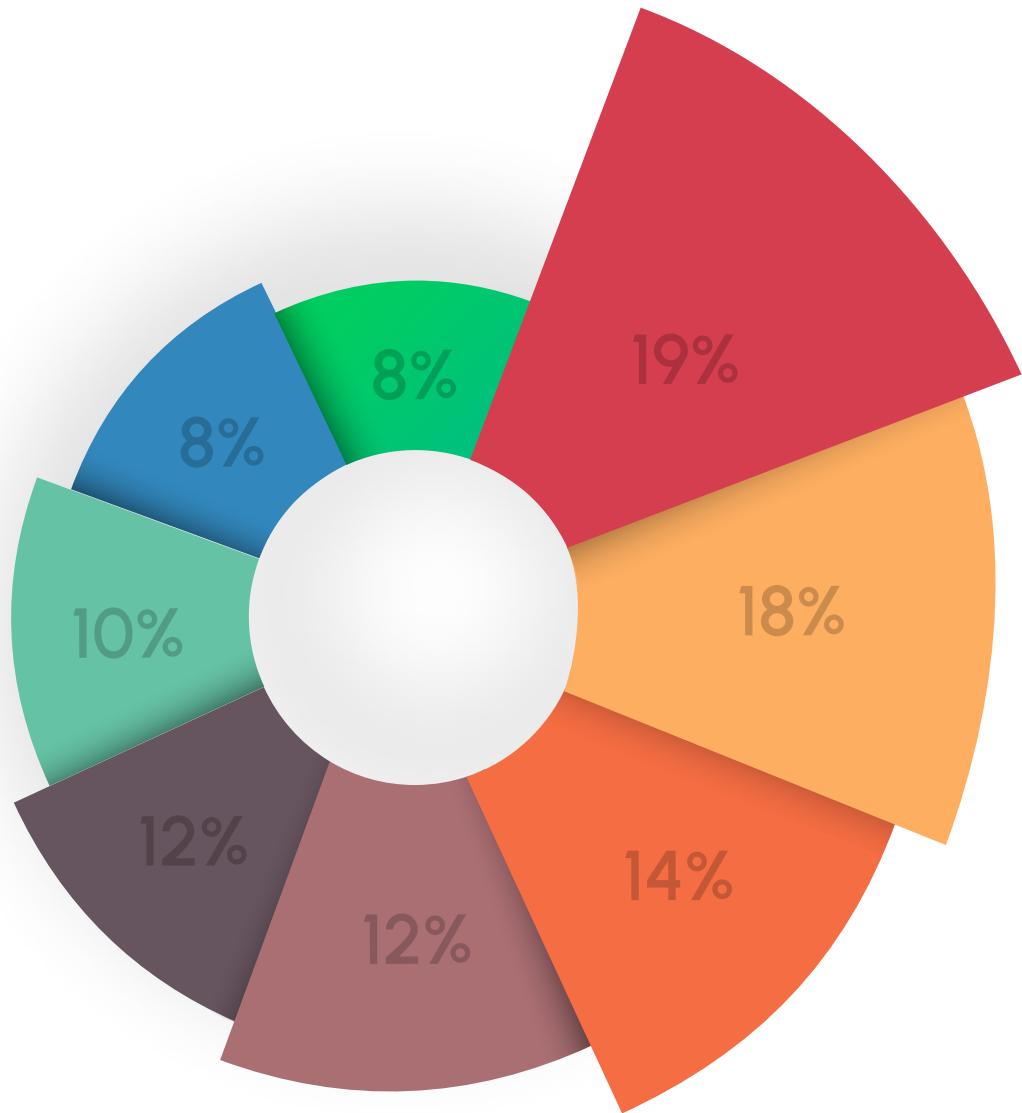
The global AI market in banking was valued at approximately USD 19.87 billion in 2023 and is projected to grow at an impressive

compound annual growth rate (CAGR) of 31.8% from 2024 to 2030. With AI-driven solutions transforming customer interactions, streamlining operations, and enhancing security, banks worldwide are recognizing the importance of adopting this technology to remain competitive. From automating routine tasks to enabling data-driven decision-making, AI is reshaping the way banks operate, offering unprecedented levels of efficiency and accuracy. A key driver of this growth is the banking sector's significant investment in AI, contributing around 13% of global AI spending. In 2023 alone, global AI investments reached an estimated \$166 billion, with projections soaring to \$450 billion by 2027. This steady investment highlights the banking sector's commitment to adopting advanced technologies that drive innovation and improve financial services.

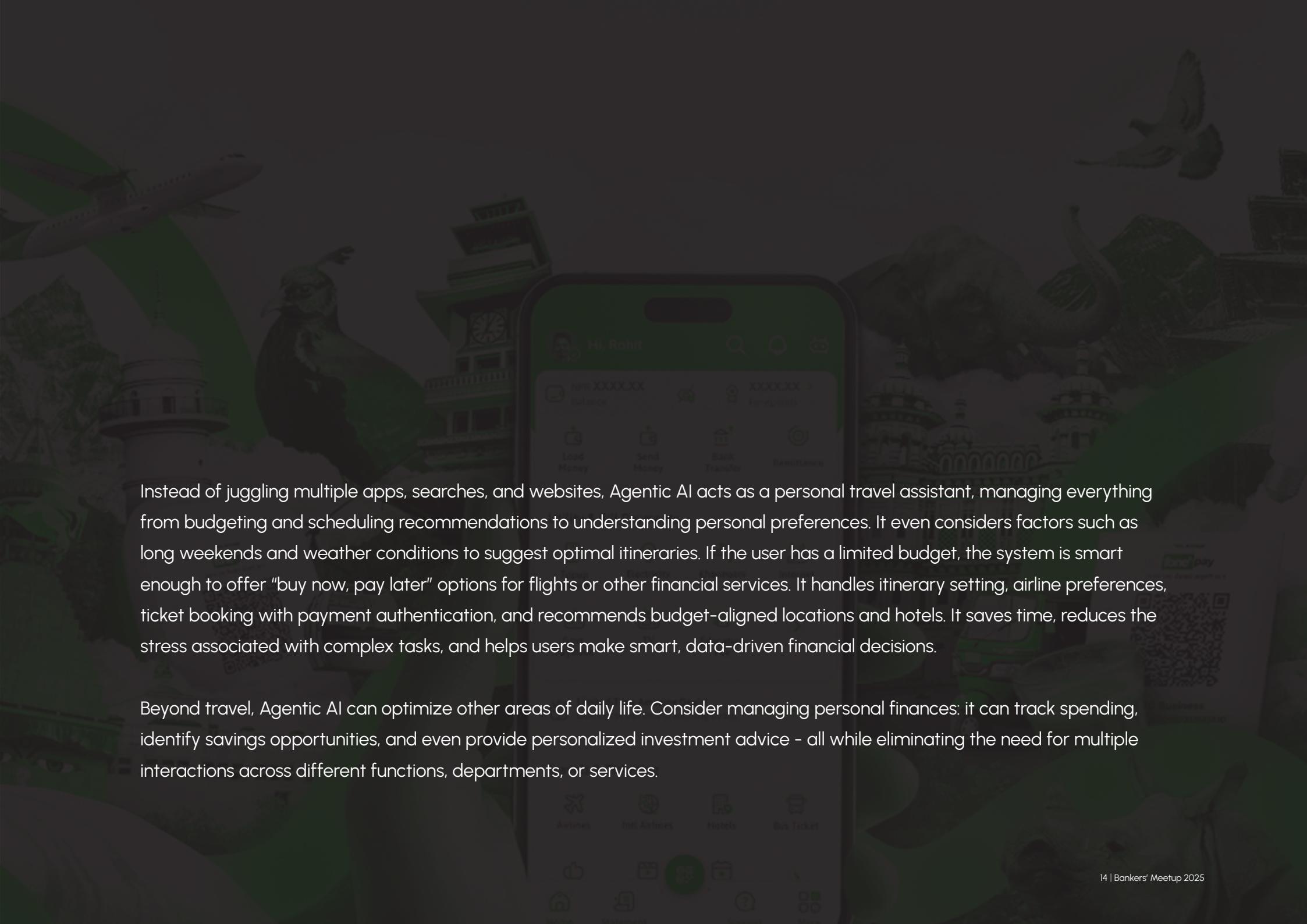
eSewa's latest innovation represents a significant leap beyond current implementations of AI - moving from simple internet searches to handling complex, multi-layered analytical queries and providing insightful results. eSewa's Agentic AI promises to reshape how we interact with financial services, offering a more intuitive, personalized, and efficient experience for eSewa's end-users and service providers.

Banking, Finance, and insurance are among the biggest users of machine learning

Global machine learning market share by end-use industry



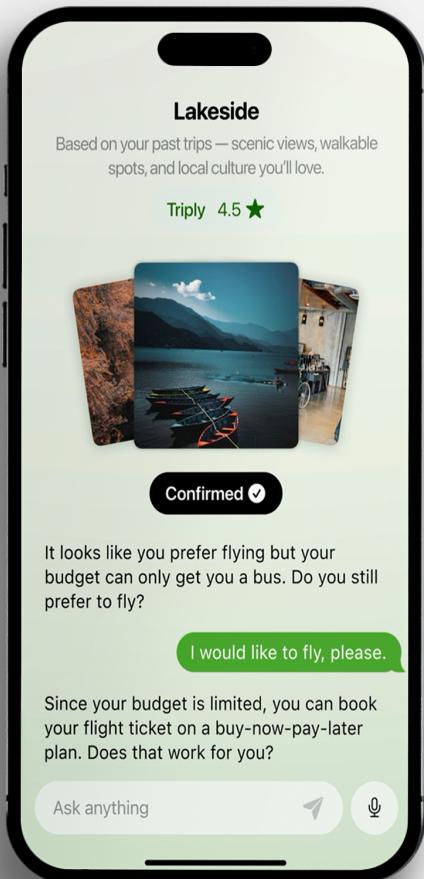
Data as of 2022 | Source: Fortune Business Insights



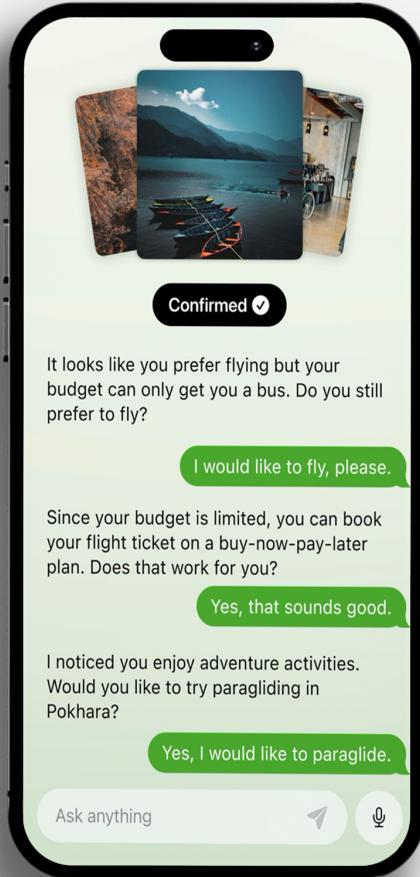
Instead of juggling multiple apps, searches, and websites, Agentic AI acts as a personal travel assistant, managing everything from budgeting and scheduling recommendations to understanding personal preferences. It even considers factors such as long weekends and weather conditions to suggest optimal itineraries. If the user has a limited budget, the system is smart enough to offer "buy now, pay later" options for flights or other financial services. It handles itinerary setting, airline preferences, ticket booking with payment authentication, and recommends budget-aligned locations and hotels. It saves time, reduces the stress associated with complex tasks, and helps users make smart, data-driven financial decisions.

Beyond travel, Agentic AI can optimize other areas of daily life. Consider managing personal finances: it can track spending, identify savings opportunities, and even provide personalized investment advice - all while eliminating the need for multiple interactions across different functions, departments, or services.





Location Based Activities



Weather Based Schedule

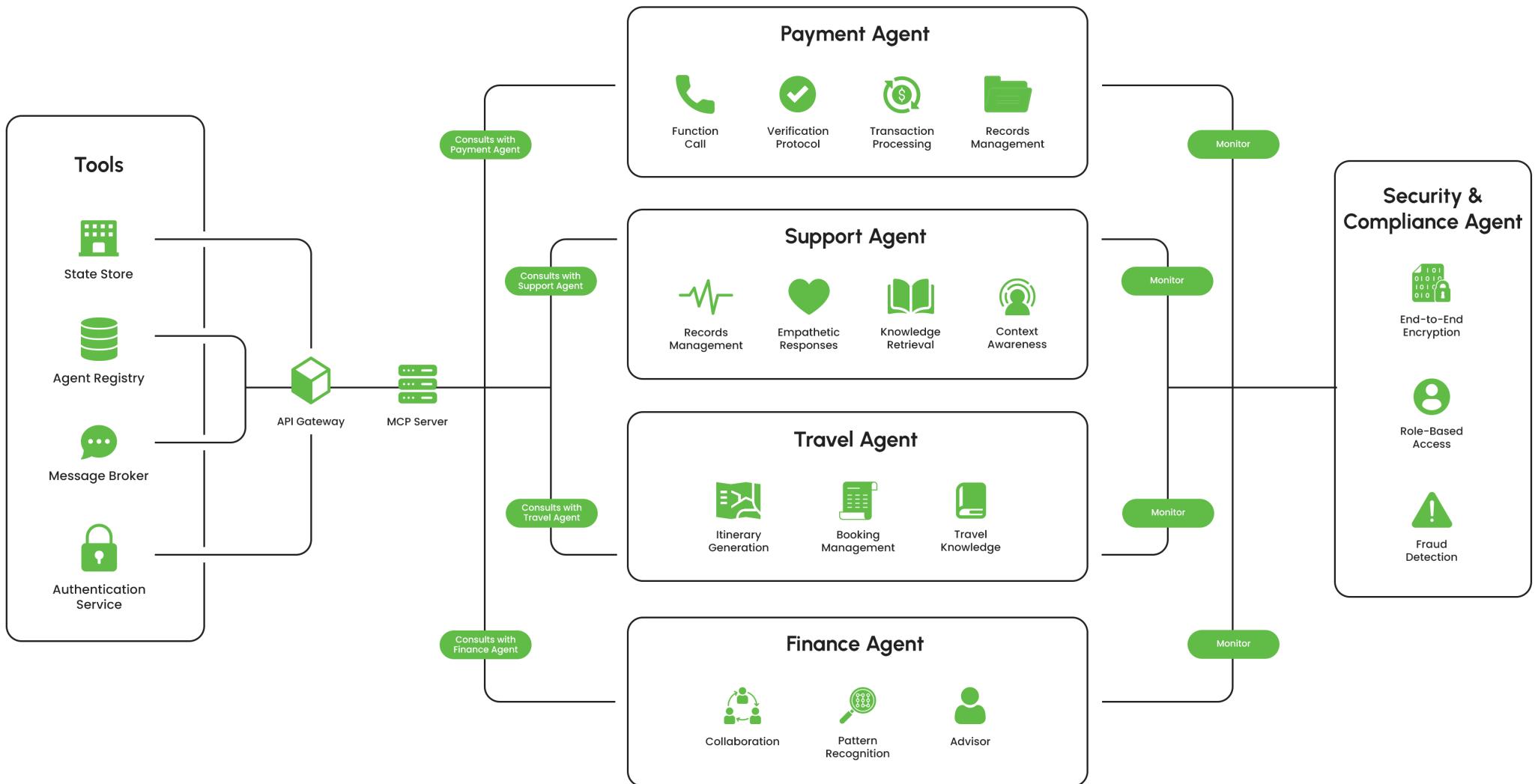


Itinerary is Set

Service providers stand to gain significantly from the adoption of Agentic AI. The core concept behind this technology is to enable all services-payment, support, travel, and finance including - security & compliance - to collaborate, consult, and learn from each other. This collaborative ecosystem, managed by a Multi-Agent Collaboration Platform (MCP) server, which includes components like an API gateway, state store, agent registry, message broker, and authentication server, allows for streamlined operations and enhanced efficiency.

With the technology in place, benefits extend beyond the travel example mentioned here. For instance, a bank could leverage Agentic AI to automate loan application processing, significantly reducing turnaround times and improving customer satisfaction. An e-commerce platform could use it to provide personalized product recommendations and handle complex order fulfillment scenarios. A healthcare provider could utilize Agentic AI to manage patient appointments, provide remote monitoring, and offer personalized health advice.

eSewa's Agentic AI represents a paradigm shift in how we interact with technology. By understanding, supporting, and empowering the customer, this technology promises to create a more efficient, personalized, and seamless experience for both end-users and service providers. Its ability to handle complex tasks, provide insightful data, and foster collaboration between different services makes it a powerful tool for the future.



Simplifying Financial Access in Nepal with Account Aggregators and Blockchain



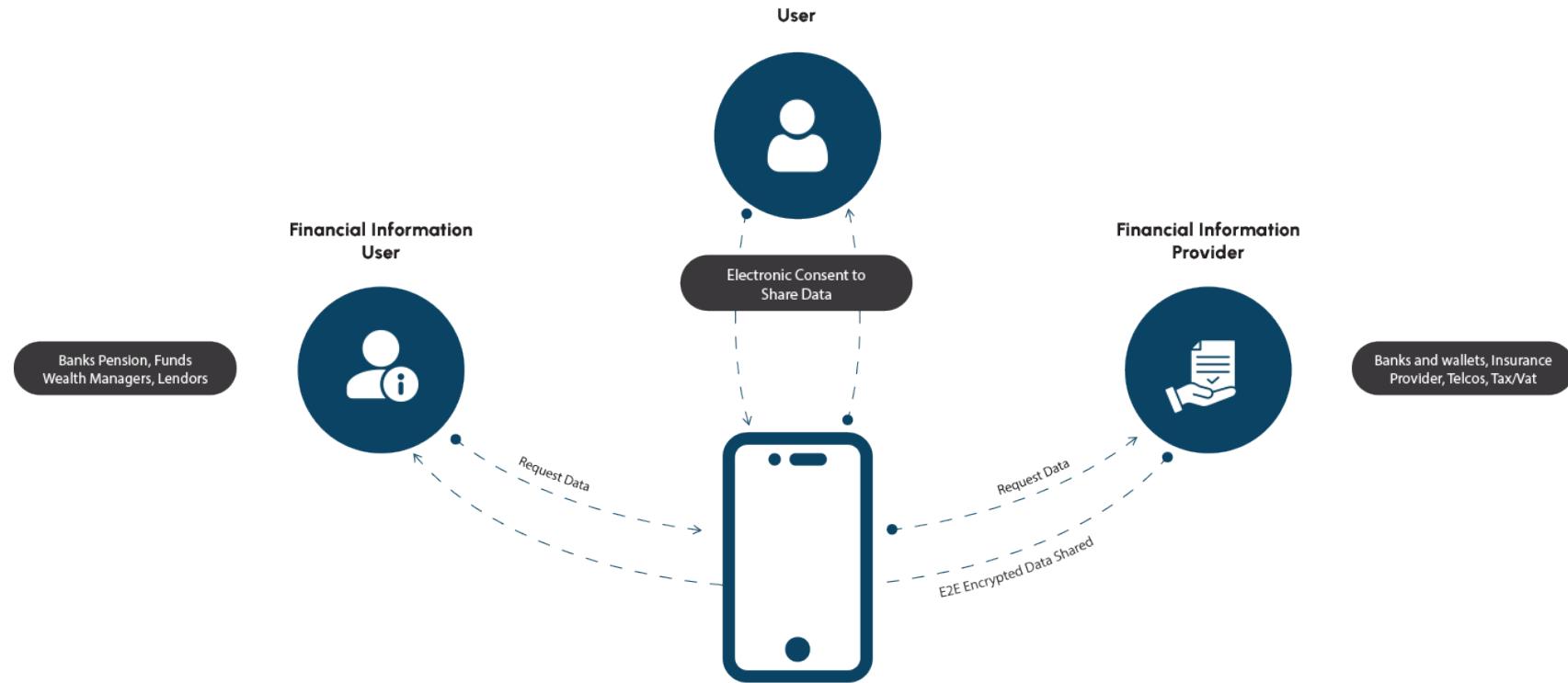
4



Simplifying Financial Access in Nepal with Account Aggregators and Blockchain

In Nepal, accessing financial services remains a tedious and time-consuming process. Whether it is applying for a loan or opening a bank account, individuals must navigate a web of paper-based formalities - submitting salary slips, tax returns, and identity documents. For many, especially informal workers and micro, small, and medium enterprises (MSMEs), this process is a barrier to financial inclusion. A large portion of the population lacks formal credit histories or collateral, while financial data remains fragmented across multiple institutions.

Despite a rise in digital transactions, much of this financial data is underutilized due to manual processes and privacy concerns. The need for a secure, streamlined, and inclusive financial infrastructure has never been greater.



Enter the Account Aggregator (AA) Framework

An Account Aggregator is a revolutionary digital platform that acts as a secure, real-time bridge, enabling individuals and businesses to consolidate and share their financial data—from banks, insurance providers, investment firms, and other financial institutions—with their explicit consent. By unifying digital footprints across multiple sources, the AA framework reduces dependency on physical paperwork, enhances data transparency, and accelerates access to financial services such as loans, insurance, and wealth management, all while prioritizing user control and data privacy.

AAs empower users with full control over their data—deciding what to share, with whom, and for how long. Importantly, they do not store any data themselves. With end-to-end encryption and consent-driven sharing, AAs ensure high levels of security and privacy.

Use Cases Across the Financial Ecosystem

01 Banks & Financial Institutions

AAs provide banks with real-time, consent-based access to consolidated financial data, enhancing credit assessment, loan processing, and fraud detection. This not only improves operational efficiency but also enables the design of personalized financial products for underserved segments.

02 KYC Compliance

AAs simplify the Know Your Customer (KYC) process by enabling real-time verification using consolidated financial data. This reduces the burden of multiple document submissions and significantly speeds up account opening and onboarding.

03 Credit Companies

Credit providers benefit from faster and more accurate loan approvals, using real-time insights into borrowers' cash flows. This opens up formal credit to MSMEs and gig workers who often lack traditional credit scores.





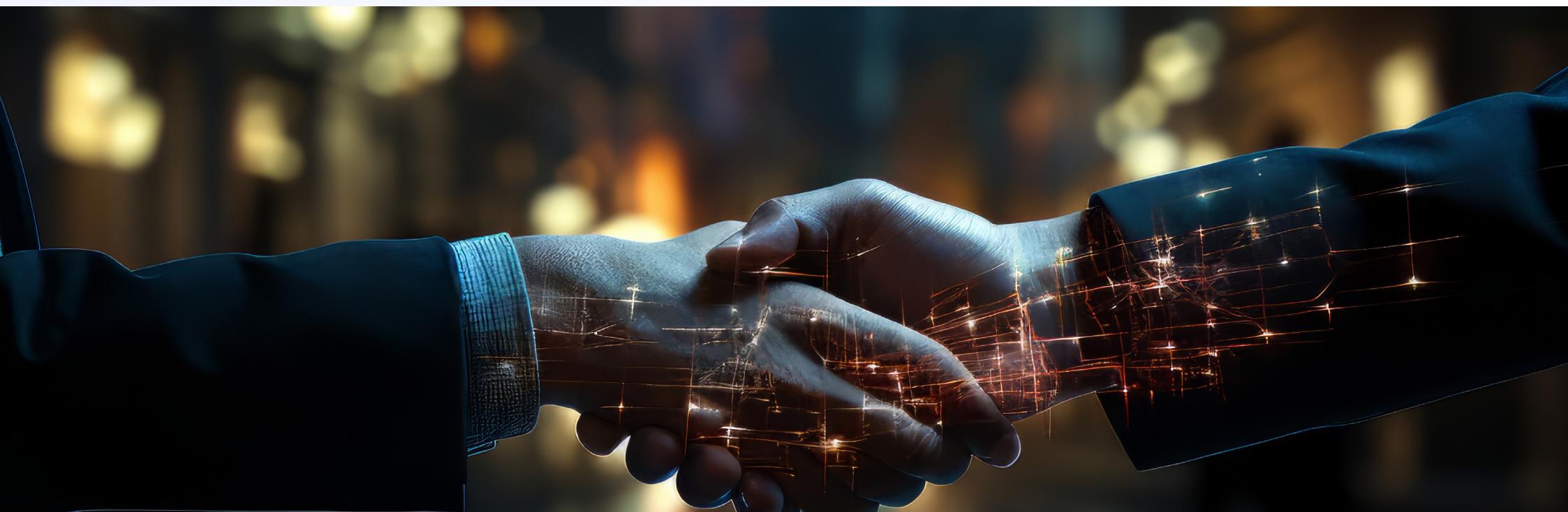
By aggregating financial data from diverse accounts, AAs offer individuals and advisors a holistic view of their financial health. This enables smarter budgeting, investment planning, and tailored financial advice.

An Account Aggregator simplifies financial management by providing users with a centralized, secure platform to access all their financial data in one place. With just a click, users can view their bank accounts, investments, loans, and insurance policies, making it easier to track spending, plan budgets, and make informed decisions. It ensures secure data sharing with consent, speeds up loan approvals, and offers personalized insights, all while giving users full control over their financial information.

Enhancing Trust with Blockchain

Integrating Hyperledger Fabric, a permissioned blockchain, ensures transparency and trust in the AA ecosystem. Every consent and transaction is recorded on an immutable ledger, enhancing data integrity and auditability. Smart contracts automate business logic, while private channels protect sensitive user data. This decentralized, tamper-proof infrastructure is ideal for secure and compliant financial data sharing.

The synergy between Account Aggregators and blockchain technology promises a transformative shift in Nepal's financial landscape. By enabling secure, real-time, and consent-based data sharing, this framework not only simplifies access to financial services but also promotes financial inclusion, especially for those previously left out of the formal economy.



Customer Relationships Reimagined: FoneNXT's digital onboarding solution



Customer Relationships Reimagined: FoneNXT's digital onboarding solution

Banking in Nepal has traditionally been a time consuming process. Whether it's opening a bank account or managing paperwork-heavy workflows, the experience often has been difficult for all parties involved – sometimes due to challenges with accessibility, other times with growing customer expectations for smoother, faster experiences.



The Challenge With How Things Are

Take a hypothetical individual looking to open a bank account. Say, this person lives 10 kilometers away from the nearest bank branch. To open an account, he needs to make multiple trips—one to submit the documents, another because he forgot to bring a photo, and yet another to collect his bank book and card. And Ram is not alone. Many like him end up relying on cash or digital wallets, simply because traditional banking feels like too much work.

Even in locations where banking services are more accessible, where everything from groceries to gadgets is delivered to your doorstep, why should anyone still stand around in queues to simply open a bank account? Opening an account shouldn't feel like navigating a maze of paperwork and repeated visits. But for many, that's exactly what it is. Forms can be confusing. Missing documents cause delays.

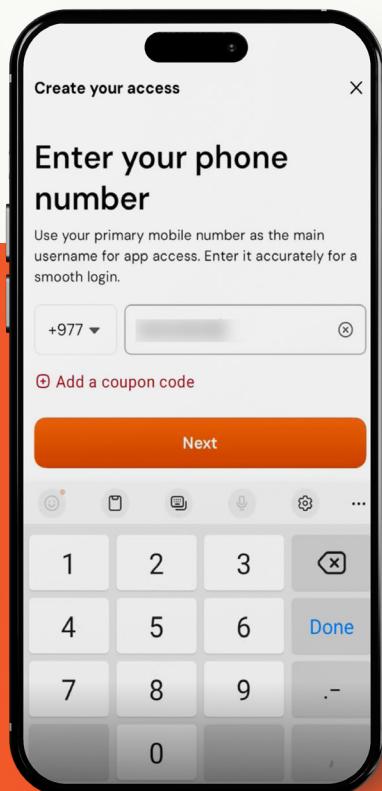
Banks, too, face a challenge. Outdated processes slow down customer acquisition and create operational bottlenecks. What's needed is a system that's fast, secure, and built for the modern world.



FoneNXT's Game-Changing Solution

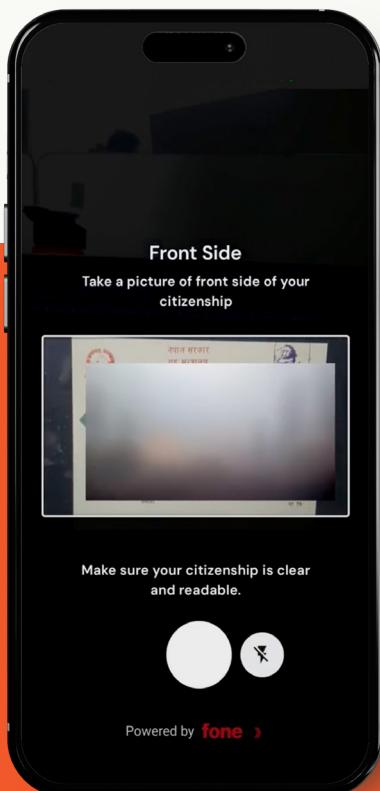
At Bankers' Meetup 2025, FoneNXT demonstrated a digital onboarding system that transforms any smartphone into a virtual bank branch.

With the system, opening bank accounts could be as simple as:



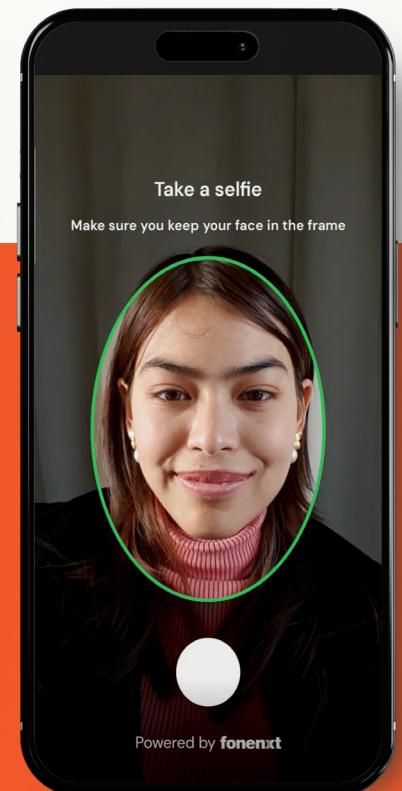
Step 1:

The user enters their mobile number and receives a secure code.



Step 2:

They upload a picture of their ID card.



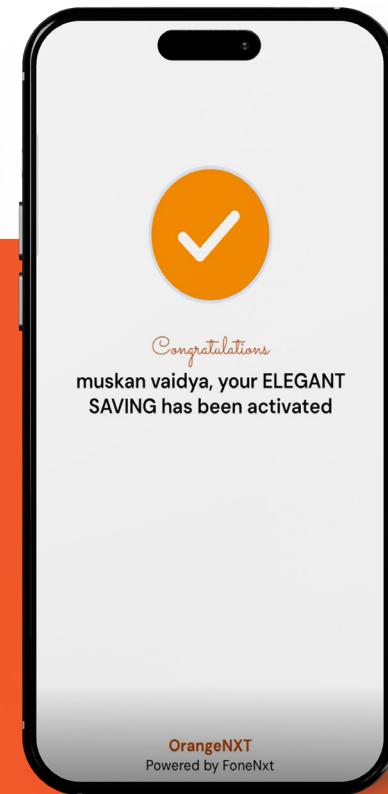
Step 4:

The user takes a quick selfie. The system uses AI-powered face-matching to verify that the selfie matches the ID.



Step 3:

The OCR system automatically reads the ID—extracting name, address, ID number, gender—and auto-fills the application form. The user can then make any changes necessary.



Step 5:

Boom ! Account activated—no bank visits, no waiting in queues, no repeated visits.

Why It Matters

For Customers: Anyone anywhere can now open a bank account from home—no more walking miles or taking a day off work. Even users with access get the convenience they've come to expect in a digital-first world.

For Banks: It's a plug-and-play system that speeds up customer acquisition, cuts down paperwork, and expands reach to remote and underserved areas.

The Future is Effortless

By eliminating the barriers of traditional banking, FoneNXT's digital onboarding system is making financial access as easy as sending a text. It's fast, secure, user-friendly—and ready to bring millions of Nepalis into the formal banking system.

In a world that's moving fast, FoneNXT ensures that no one is left behind.



A Shared Vision for the Future of Banking



A Shared Vision for the Future of Banking

Bankers' Meetup 2025 brought together some of the most influential voices in finance and tech for an evening filled with insight, collaboration, and forward-thinking dialogue. This annual event continues to serve as an exclusive gathering for the prominent CEOs and leaders in the banking industry in Nepal.

This year's conversations highlighted major shifts in the industry. Digital transformation is no longer focused solely on delivering services through new channels. Instead, it is about reimagining the core of financial services—how they are designed, delivered, and experienced. Financial data has taken center stage as a valuable asset, enabling deeper personalization, smarter automation, and greater empowerment for customers.

The discussions around Agentic AI, Open Banking, and Intelligent Banking ecosystems underscored how these technologies are actively changing the way financial institutions interact with their customers. These tools are not only improving service efficiency but are also building more intuitive, human-centered experiences that adapt to customer needs in real time.

As Bankers' Meetup 2025 concluded, one clear message remained: the future of banking is not only digital, it is dynamic, inclusive, and deeply human.

