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REPORTS CATALOGUE



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INTERNATIONAL Accounting
BULLETIN

Cards, Payments & Consumer Finance Reports

ALTERNATIVE PAYMENT CHANNELS



The world of payments is changing and retail financial organisations must act swiftly to meet the needs of consumers demanding payment mechanisms that are fast, convenient and secure. Although banks are well placed to compete they face fierce competition from a number of 'alternative' players who are threatening to move from the niches into the mainstream.

This report presents the definitive guide to the players, products and opportunities that are shaping the global e-payments industry. There is a growing awareness of the importance of payments in the retail banking business. The transaction account is at the core of the customer relationship and payment services play a critical role in customer acquisition and retention. Payments are also an important source and driver of revenue.

This report analyses and assesses:

- Alternative payments – background to the threat
- Drivers of alternative payments
- Serving niche markets
- Micropayments

NEW!

CARDS & PAYMENTS IN ASIA-PACIFIC



Payment cards have played a major role in the Asia-Pacific region, and it is predicted that several key markets will continue to see significant growth in consumer base and spending.

This new research report presents:

- Market demographics
- Acquiring industry structure
- Regulatory environment
- Product mix
- Risk management infrastructure
- Technology developments
- Level of competitive intensity

NEW!

NEW EDITION:

BEST PRACTICE IN CONSUMER COLLECTIONS: STRATEGIES AND TECHNOLOGIES FOR CONSUMER DEBT RECOVERY

The new edition of this best-selling report offers a comprehensive examination of the entire consumer collection process and is a must for new and experienced collection managers alike.

The report presents:

- Subprime collections, plus debt sales, offshore outsourcing and multilingual collections
- Multichannel technology tools
- Case studies of strategies, processes and application of technology
- The definitive A-Z of collections

NEW EDITION:

DEBIT CARDS AS PROFIT DRIVERS

The debit card is at the heart of a customers' relationship with a bank. The new edition of this industry standard presents debit card best practice in one definitive publication.

This report analyses and assesses:

- The key metrics in a debit card programme
- Using debit cards to attract and retain current account customers and cross-sell banking products
- Increasing debit card usage and augmenting boost interchange revenue
- Using value-added features to boost the debit card proposition

Other titles available:

- Best Practice for Managing Credit Card Risk in Emerging Markets
- Credit Card Retention Strategies: Managing the Life Cycle for Profit
- Maximising the Prepaid Potential
- Social Responsibility in Card Marketing and Operations
- Trends in Credit, Debit and Prepaid Direct Marketing

Credit Card Toolkit

6 best-practice guides designed to enable you to create, implement and maximise the profitability of your credit card program

- Customer Service
- Loyalty Programmes
- Outsourcing
- Profiting from Data
- Risk Management
- Successful Implementation of Credit Card Operations

www.creditcardtoolkit.com

Banking and Retail Finance

NEW EDITION:

BRANCH BANKING: BEST PRACTICE IN THE WORST OF TIMES

The new edition of this best-selling industry standard is now available. With fifty thousand words of new content added, retail banking Guru Sandy Vaci has created the definitive guide to successful branch banking.

New chapters include:

- Consultative personal selling reviewed and explained
- A survey of global best practices
- Implementing new strategic and operational plans for branches acquired from mergers
- Cross-border branch strategies

Existing chapters have been revised and fine tuned with improved coverage of:

- Managing client migration between segments
- Using predictive modeling techniques to acquire and retain customers
- How to recruit, manage and motivate intermediaries and outsourced staff

NEW EDITION:

KNOWLEDGE, SOCIAL MEDIA AND LEARNING IN FINANCIAL SERVICES

Knowledge management is a quickly evolving aspect of the business model, having only been recently recognised as a serious and essential model within any business strategy. For those new to the subject, this report is designed to introduce the reader to the principles and strategies behind knowledge management in financial services.

This report covers:

- The abilities of employees to make good decisions
- Loyalty amongst staff
- Serving customer needs more quickly, efficiently and profitably
- Loyalty amongst customers
- How to innovate continuously to create shareholder value through knowledge of new technologies, customer need, staff engagement, rival products and services

NEW EDITION:

THE BUSINESS CASE FOR MOBILE BANKING

This report uses data, exclusive interviews and original case studies from over twenty different countries to give a detailed overview of the fast developing world of mobile banking.

The report presents:

Fully revised and updated, the 2nd edition of this industry standard presents global market intelligence and best practice in mobile banking and payments, including:

- P2P payments
- Mobile contactless payments
- Other mobile POS payments
- Mobile payments from advertisements and smart posters
- Mobile content billing
- Glossary of key terms

Other titles available:

- Bancassurance: The Lessons of Global Experience in Banking and Insurance Collaboration
- Bank Mergers and Acquisitions
 - Banking and Risk
- Call Centres in Retail Banking
- Consumer Finance in Russia: Capitalising on Opportunities for Growth
 - Creating Female-Friendly Financial Services: Strategies, Opportunities and Lessons
- Cross-Selling in Retail Banking: Meeting the Revenue Growth Challenge
 - Indian Retail Finance
- Mutuals and Community Banks: The Strategic Lessons
 - Peer to Peer Lending
 - Retail Finance in Japan
 - Retail Financial Services - An Overview
- Self Service in Retail Banking: Developing and Implementing a Successful Self-service Strategy
- Strategies for Banking the Unbanked: A Global Market Opportunity
 - The Branch is Back
 - The Business Case for Biometrics in Finance
- Web 2.0 in Financial Services

Wealth Management

AFTER THE CREDIT CRISIS: BEST PRACTICE IN MANAGING THE HIGH NET WORTH INDIVIDUAL



Managing the wealth of individual clients has been one of the banking world's most attractive businesses over recent years. The current banking crisis has posed multiple challenges to the wealth management model. Over the long term, the prospects for the sector remain positive with projected annual global asset growth, albeit at a slower rate, with higher growth rates within selected emerging markets.

This report analyses:

- Drivers of the high net worth segment
- Placing the high net worth client in the wealth management context
- The client and their needs
- Products for the high net worth client
- Alternative providers
- How the organisation delivers the service
- Regulatory issues
- Profitability
- Case studies

NEW!

WEALTH MANAGEMENT IN ASIA



WEALTH MANAGEMENT IN ASIA

The upper echelons of Asian society remain, an untapped resource for the global wealth management industry. A year ago, the consensus was that the global credit crisis would not seriously, affect either Asia or the wealth management industry. As these fallacies are exposed this report attempts to shed some light on the current economic situation whilst presenting the best modus-operandi for entering this still potentially lucrative market.

This new research report will effectively demonstrate:

- The implications of the credit crisis
- Why wealthy Asians are not served by private banks
- Understand the regulatory environment
- Gaining assets under management

Includes case studies from:
Bank of China, HSBC, ICICI
and SG Private Banking.

NEW!

Other titles available:

- Alternative Investments: the New Growth Opportunities
- Client Segmentation in Wealth Management
- Creating a Private Banking Superbrand
- Growth Opportunities in Emerging EU Wealth
- Managing Japan's Private Wealth
- Middle Eastern Wealth Management
- Retaining Affluent Clients

LEASING LIFE INDUSTRY REPORT 2009



Providing an overview of leasing in the last 12 months, as well as market place analysis from industry leaders, the Leasing Life Industry Report 2009 is your guide to the next years' challenges.

- Views from the top: Industry leaders speak out
- Sector by sector analysis
- Routes to market: Distribution channels
- News round-up: The leasing year in headlines
- Law/Regulation/Tax review
- IT and technology overview
- Country profiles – Europe and beyond
- Europe leasing 50: Profiles of industry leaders
- Round-up of key European leasing statistics
- In-depth analysis of banks' leasing arms
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To view more information on this report please visit: www.leasinglife.com/report



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We cover the following industry sectors:

- Asset Finance
- Cards, Payments and Consumer Finance
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Our latest reports include Cards and Payments in Asia, and a second edition of Branch Banking: Best Practice in the Worst of Times, containing new and updated unique case studies.

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Retaining Affluent Clients	C
Wealth Management in Asia	A

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