

Mobey Forum Digital ID Expert Group Agenda



Objective:

- To understand the **role of banks** in the future of the digital identity wallet space

1

Banks can leverage their position of trust and strong KYC capabilities to offer verified credentials. What next?

- Is there value in banks being solely an issuer of verified credentials and not issuing a wallet? What do banks have to gain/lose if they take this route?
- Digital Identity is still relatively high on the hype cycle, should I wait to see its adoption/impact, or should I do something now?
- Big techs are already investing heavily in this space. Should I partner/compete/ or wait? What is the risk of waiting?

2

Is there a business case for Digital Identity Wallets?

- There have been a lot of wallets that have failed to get customer adoption (Gov.Uk Wallet, Chasepay, Google wallet 1.0, Square wallet struggled to get adoption when it launched – briefly disappearing from app stores). What can we learn from these instances, and how do we prevent making the same mistakes?
- How do I convince senior leadership to prioritize identity wallets? How will it help impact revenue, customer experience etc?

3

What if a bank decides to go ahead with a Digital Identity Wallet?

- Should a Digital Identity Wallet be launched by an individual bank or is it better to have a consortium-based wallet?
- There is a 640% increase in mention of super-apps in bank's annual reports and other public communications – is there a role for digital identity here?
- What are the winning conditions (Customer, technology, Data providers and consumers etc.) that need to be established before the identity wallet can be ubiquitous and used in everyday life?