

6 & 7  
March

Grange Tower Bridge Hotel  
45 Prescott Street, London, E1 8GP

UKGCVA  
Conference 2019

# Welcome to the UKGCVA Conference



**Eoin Whyte**  
Executive Chair, UKGCVA



**Gail Cohen**  
Director General, UKGCVA

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SVS: Lead sponsor – Blackhawk Network: The Gift Card Lab sponsor: InComm: Networking sponsor – First Data: State of the Nation 2019 sponsor – Reward Cloud: Delegate Pack Sponsor – Prepay Solutions: Registration sponsor – Hemingways: Welcome Drinks sponsor

## Exhibitors

Gold: First Data, Incodia, Neenah, SVS  
Silver: Blackhawk Network, Nitecrest, Thames Technology  
Bronze: Bristol Card Solutions, Clearhill, Company Cards, Giftcloud, Papeterie de Mandeuire, Ryedale Group

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Bandwidth • British Retail Consortium (BRC) • BrancheVereniging Cadeaukaarten (Dutch Gift Card Association) • Emerging Payments Association (EPA) • IMA Europe • Loyalty Magazine • Mercator • Prepaid International Forum (PIF) • Prepaid Verband Deutschland e. V. (PVD) • Retail Gift Card Association (RGCA)

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On behalf of a very dedicated and much appreciated UKGCVA Executive Committee, I'd like to extend a warm welcome to all delegates, exhibitors, and sponsors today. It has been a hectic and fascinating twelve month period that has seen a very solid industry performance against an otherwise challenging period for the economy. I believe that our industry sometimes does not get enough recognition for its continuous track record of product innovation, restlessness with the status quo, and the mindset of always seeking improvement in customer proposition and forward momentum. Only when you stop and consider the industry performance since the turn of the millennium (when gift cards had yet to be launched in the UK), do we begin to appreciate just how far we have come.

This is our biggest and most ambitious event to date with an expanded two day format, to give you the time to connect with colleagues and contacts and the opportunity to sit and absorb excellent insights from an impressive array of speakers and panellists. As ever, I would urge you to engage with our very supportive exhibitors and sponsors during the day to hear more about their business offerings, this event wouldn't be possible without their support.



## A word from conference lead sponsor, SVS

SVS is the Lead Sponsor of the UKGCVA Annual Conference 2019. It's a role we feel proud and privileged to take. We support the work of the UKGCVA and believe the Labs, Seminars and Panel Sessions provide wonderful opportunities for learning. Events like these help all of us collectively raise the bar as we develop our own businesses and practices. Our own journey through the prepaid industry now spans more than 25 years. At our core is our belief in building strong relationships with our customers and promoting new technology and innovation in all areas from fraud mitigation to card processing and mobile payments. We support over 750 million card products in 55 countries and 26 currencies every year – with each card possessing the ability to influence consumer behaviour and drive sales. We are proud to support the UKGCVA Conference and further strengthen the connections we have throughout this exciting market sector. [www.storedvalue.com](http://www.storedvalue.com)

Welcome to UKGCVA Conference 2019. I have great pleasure in welcoming delegates from the UK, Europe and across the world – this truly is the international Gift Card conference to be at. Thank you once again to SVS for being our lead sponsor and such great advocates of the UKGCVA and to our ever-growing list of conference supporters – you are ensuring this event grows in content and production values year on year. The last twelve months have bought a great deal of change and uncertainty across the globe. Although the UK retail and consumer environment has been unsettled, the gift card industry still continues to grow and remains highly relevant to buyers and shoppers. This conference provides the opportunity for all members of the industry to explore, discuss and debate the elements that make up this thriving industry. – looking at new innovations, forming partnerships, sharing knowledge and interests and all while having a lot more fun than your average conference!

Look out for our follow up State of The Nation research and white paper which is being launched on Day 2, as well as our excellent new networking portal and app. UKGCVA membership and conference delegate numbers have now grown to an all time high, bringing an active knowledgeable and vibrant community, all intent on making our incredible industry grow and develop year on year. We are delighted to have you all with us for the next two days and do hope we can welcome you as members to the UKGCVA in the near future. Have a great conference.

## Become a Member

Join the UKGCVA. Get in touch.  
info@ukgcva.co.uk | Tel. 01424 205444

## UKGCVA App – Download\*

NEW for 2019 – includes; agenda, delegates, conversation, Sli.do for voting/Q&A  
Allow push notification to receive updates

Name: Swapcard  
Event Code: UKGCVA19

\*Enter the email used for Eventbrite

## Win a £250 Thomas Cook Gift Card

Donate to charity and be in with a chance of making your dreams come true...! Be there at 2pm Day 2 to be in for a chance to win

## Coffee Cart

UKGCVA & InComm invite you to donate to Rethink (conference charity) and enjoy the finest flat white, chai latte, cup of builders...

## Visit the UKGCVA Stand

Meet the team. Discover what's coming up during 2019 and how you can be a part of it

## Wi-fi – Stay Connected

Network: UKGCVA2019  
Password: Incomm2019

 Twitter

@UKGCVA #UKGCVA2019

## Timings

All sessions will start promptly – please be seated on time! Can you also make sure you leave the main auditorium during breaks

## We ♥ Feedback

Let us know what you think in the gallery, write on the wall (where indicated) and please complete the survey, which will land in your in-box straight after conference

## Meet & Greet – Atrium

Arrange to meet here, book meetings, get directions – ask the team they will know!

## VAT/Legal Expert Sessions – Day 1

Book your session at the meet & greet desk

## Win a Harrods Hamper

What a treat – put your business card in to the champagne bucket, by the UKGCVA stand and you may be the lucky winner of a fantastic hamper. Prize draw at conference close

## Charity

Rethink Mental Illness is this year's UKGCVA conference charity. Please give generously to this important charity. Donate using this QR code or donate via <https://fgc.mobi/rethink>



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### About SVS

SVS is a leading global provider of gift card and stored value services. As a pioneer in the market, we are committed to be the best at measurably increasing client sales with superior stored value products and services. With 20 years of industry experience, our team of more than 300 professionals has cultivated expertise in:

- Gift cards
- Promotional cards
- Consumer engagement strategies
- Mobile interactivity
- eCommerce solutions

We offer flexible technology and superior analytics that enable our clients to achieve maximum sales along with customer acquisition and retention for long-term business growth.

[www.storedvalue.com](http://www.storedvalue.com)

**“This annual event is rapidly becoming the go-to forum for the gift card and voucher industry, so it is an absolute privilege to support the UKGCVA and its conference once again.”**

Sarah Poynter, UK Account Director, SVS,  
lead sponsor of the event.

|       |  |       |   |
|-------|--|-------|---|
| 09:00 | Registration   | 14:00 | An Audience with the Rt. Hon. Diane Abbott MP   |
| 10:00 | <p>Welcome from UKGCVA</p> <p>Gail Cohen, Director General, UKGCVA</p> <p><b>A Word from The Gift Card Lab Sponsor, Blackhawk Network</b></p> <p>Chris Grace, Director – Business Unit, Blackhawk Network</p>  | 14:40 | <p><b>PR &amp; Social Engagement: How to maximise your programme featuring #Giftbetter</b></p> <p>Steve Leigh, Director, PR Agency One &amp; Kitty Newman, Director, Trapeze Media</p>  |
| 10:10 | <p><b>Overview of the UK Gift Card Market 2018 including KPMG 2018 Retail Report</b></p> <p>Dave Walsh Group Retail Director, UK and Ireland, One4All &amp; Brian Burchfield, Director – Data &amp; Analytics, KPMG UK</p>   | 15:20 | <p><b>VAT Update</b></p> <p>Jim Wilkinson, Partner, PwC</p>   |
| 10:50 | <p><b>Panel Discussion: Insight into the Payments Industry (&amp; Buzzword Bingo)</b></p> <p><b>Chair:</b> Tessa Unsworth, Chief Commercial Officer, PrePay Solutions</p> <p><b>Panel:</b> Andrew Cregan, Head of Payments Policy, British Retail Consortium; Tony Craddock, Director General, Emerging Payments Association; Paul Swinton, CEO &amp; Co-Founder, B4B Payments &amp; Chairman at Prepaid International Forum. <b>Dictionary Corner:</b> Stuart Boon, Head of Commercial, Thomas Cook</p> | 15:50 | <p><b>In Conversation With: Corporate Social Responsibility, Charity &amp; Gift Cards</b></p> <p>Crispin Rogers, Founder and CEO, For Good Causes</p>   |
| 11:40 | <p><b>Legislation Update</b></p> <p>Siobhan Moore, Partner &amp; Global Head of Cards and Payments, Locke Lord LLP &amp; UKGCVA Executive Board</p>  | 16:20 | <p><b>Launching and developing your gift card programme. <i>For people new to the market, as well as delegates wishing to grow their programme</i></b></p> <p>Brian Dunne, Gift Card Consulting &amp; Jackie Barker, Barker Consultancy</p>   |
| 12:10 | <p><b>Fraud &amp; Security: Mitigating risk in digital gift card sales to create a smooth customer journey</b></p> <p>Sophia Miller, Business Development Manager, Riskified</p>   | 17:00 | <p><b>Panel Discussion: Global Markets: The biggest opportunities &amp; challenges – what can we learn from each other?</b></p> <p><b>Chair:</b> Gareth Gillatt, Co-Founder and CEO, Reward Cloud</p> <p><b>Panel:</b> Matt Frawley, Senior Vice President, Global Services, Stored Value Solutions (SVS); Peter Davison, Director, Corporate Alliances, The Walt Disney Company; Erin Wood, Director, Subway Cards; Volker Patzak, European Content Dev. Director of epay &amp; Cadooz and Prepaid Assoc. Germany board member</p> |
| 12:45 | Lunch  | 18:00 | <b>The Gift Card Lab Closes</b>   |
|       |  | 18:00 | <b>Welcome Drinks Reception</b>   |

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**Overview of the UK Gift Card Market 2018**

10:10



**Brian Burchfield**  
Director, Data & Analytics  
KPMG UK

Brian has over 20 years of experience in consulting, business development and thought-leadership across 5 continents selling and implementing advanced analytics solutions and services. He has a track record of identifying clients' business challenges and designing/delivering solutions to meet those challenges to realise ROI quickly. Industry sectors include: Telecoms, Retail, FMCG, Utilities as well as Public Sector.



**David Walsh**  
Group Retail Director  
The Gift Voucher Shop

David Walsh joined The Gift Voucher Shop in 2007 (GVS). David is Group Retail Director for GVS across UK and Ireland and is responsible for the management and development of all Retail Partners that accept the One4all Gift Card, focusing on relationship management of existing partners and the acquisition of new Key Retail Partners.



**Tony Craddock**  
Director General  
Emerging Payments Association

Tony is an enthusiastic business leader of the UK's most influential trade association in payments, the Emerging Payments Association (EPA). He is a lively public speaker, colourful social media commentator and avid networker, and passionate about payments and the difference it can make to lives everywhere. Whether writing blogs, chairing panel sessions, writing white papers or enrolling CEOs in his mission, Tony shares knowledge from fifteen years in payments.



**Andrew Cregan**  
Head of Payments Policy  
British Retail Consortium

Andrew is the Head of Payments for the British Retail Consortium (BRC). He coordinates industry engagement with Government, regulators and providers on matters relating to retail payments and consumer credit, and acts as a spokesperson for the industry. He has led the industry response to the IFR, PSD2 and domestic initiatives, including the Payments Strategy.

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**Panel Discussion: Insight into the Payment Industry (& Buzzword Bingo)**

10:50



**Tessa Unsworth (Chair)**  
Chief Commercial Officer  
PrePay Solutions

Tessa Unsworth is PrePay Solutions' Chief Commercial Officer. Since joining in 2004, Tessa has helped cultivate PPS' client partnerships, business and product development, platform architecture, and core operations. An innovative thinker, expert in fintech, and payments trailblazer, Tessa has created and delivered key initiatives that have made a tremendous contribution to both PPS and the industry. Tessa previously worked at retail giant, Debenhams; the gift card solution she devised for the company is still

used worldwide and her loyalty programme continues to be one of the most successful ever established.

Respected for her contribution to the retail and payments sector, Tessa recently joined the Emerging Payments Association advisory board and is an active member of the UK Gift Card and Voucher Association's executive committee. Tessa is also a supporter of the European Women in Payments Network, pioneering innovation and nurturing rising talent.



**Stuart Boon**  
Head of Commercial  
Thomas Cook

Stuart has worked with global brands such as Visa, MasterCard, Deutsche Bank, Barclays, Avis and Hard Rock Café in a variety of leadership roles covering payment cards, foreign exchange, international payments, banking systems, loyalty and marketing. As a Global Sales Director for AXA, he worked alongside colleagues on projects in banking, insurance, health and automotive markets. "My career to date has been surprisingly varied, from restoring sports cars for a very discerning audience, implementing SWIFT and payment gateways, to creating value and leading teams in small and global companies. Stuart has just joined the UKGCVA Executive Group.



**Paul Swinton**  
CEO & Co-founder, B4B Payments  
& Chair, PrePaid International Forum

Paul Swinton is CEO and co-founder of B4B Payments, a UK fintech enabling companies to reduce costs and increase efficiency in managing corporate expenditure using prepaid cards. Paul also serves as Chairman of the Prepaid International Forum (PIF), the not-for-profit industry body representing the prepaid sector. Under Paul's leadership, B4B Payments has achieved outstanding growth and multiple industry awards. Paul has driven the business to consistently deliver annual growth in double-digits over recent years. Paul enjoyed a successful 15 year career in management consulting where he worked around the globe and across sectors including retail, consumer products and with a strong focus on technology.

## Legislation Update

11:40



Siobhan Moore

Partner & Global Head of Cards & Payments,  
Locke Lord LLP & UKGCVA Executive Board

Siobhan Moore is a Partner and Global Head of Locke Lord's Cards and Payments Team, based in London. She leads clients with niche payment solutions through the financial regulatory maze. Clients may be new to the payment services sector, seek counsel on product or business developments or want to ensure their business and contractual structures protect their business from the outset and as their business evolves. Siobhan works with retailers, mobile phone operators, financial institutions, e-money institutions, payment institutions, programme

managers and resellers. She is a commercial lawyer who liaises with regulators, drafts and reviews B2B/ B2C agreements, advises on product structure, business strategy and runs workshops. Siobhan regularly speaks at industry conferences throughout the world. She works closely with regulators and industry bodies including; the Financial Conduct Authority (FCA) and the Payment Services Regulator (PSR) Prepaid International Forum (PIF). Siobhan has sat on the UKGCVA Executive Group for the last 6 years and chairs it's regulation working group.

## Fraud &amp; Security: Mitigating risk in digital gift card sales to create a smooth customer journey

12:10



Sophia Miller

Business Development Manager  
Riskified

Sophia Miller is a Business Development Manager at Riskified, a leading eCommerce fraud prevention company, turning shoppers into customers by improving conversion at all stages of the customer journey. Riskified helps eCommerce merchants including Giftcards.com, Giftcard Zen, Lastminute.com,

Foot Locker, Ticket Evolution and many other global brands to approve more online transactions. Prior to working at Riskified, Sophia worked in developing partnerships for an educational NGO and in PR at Consultancies in the UK. Sophia graduated from the University of Birmingham with a degree in History.

## PR &amp; Social Engagement: How to maximise your programme featuring #Giftbetter

14:40



Steve Leigh

Director  
PR Agency One

Steve works with a range of businesses, from the FTSE to fast-growing SMEs, helping them to better understand, measure and build their reputations. Within the financial services sector, he has worked as a consultant to most major banks and many leading insurance companies, as well as advising UKGCVA, PIF and One4all. Steve helped launch PRAgencyOne in 2011, which has grown to become a leading UK consultancy (named 'Outstanding Consultancy' by the CIPR in 2016, just five years after its launch), pioneering methods which better measure the impact of PR and communications. He is an advocate of 'PR with a Purpose' - ensuring that both the commercial and reputation impact of PR can be proven, measured and reported.



Kitty Newman

Director  
Trapeze Media

Kitty Newman is Director of Trapeze Media, a social media agency and consultancy. Kitty manages the social media marketing for clients across a wide variety of sectors including within the Gift Card space including #Giftbetter. Kitty and her team look at content creation, management, customer acquisition and engagement, paid advertising strategy, campaign strategy and influencer marketing. Trapeze Media also offer training packages bespoke to your business and objectives. Outside of work Kitty can be found upside down doing handstands or flying through the air on a trapeze.

## VAT Update

15:20



Jim Wilkinson

Partner  
PwC

Jim is PwC's Tax Leader for the National Retail & Consumer group. He also heads up PwC's Indirect Tax Retail practice in the UK and leads the firm's Indirect Tax business across the North. He has over 30 years' experience in VAT and has been a Tax Partner at PwC for over 12 years, focusing mainly on the retail and

consumer sector where he has a wealth of experience in advising clients on VAT, Customs duty, Excise duty and Environmental tax issues. Most recently, Jim has been actively involved in the recent EU voucher changes advising both HM Treasury on appropriate legislation/policy and UK businesses on the potential impact.

## In Conversation With: Corporate Social Responsibility, Charity & Gift Cards

15:50



**Crispin Rogers**  
Founder & CEO  
For Good Causes

Crispin is the CEO and Founding Director of For Good Causes Ltd, which is empowering generosity by enabling brands to tap into the engagement their customers have with the charities they care about most. Their platform enables consumers to donate their loyalty rewards and other untapped sources of funds to the charity of their choice and provides digital donation capabilities to charities.

### Charity

Rethink Mental Illness is this year's UKGCVA conference charity. Please give generously to this important charity. Donate using this QR code or donate via <https://fgc.mobi/rethink>

In support of



## Launching and developing your gift card programme. *For people new to the market, as well as delegates wishing to grow their programme*

16:20



**Brian Dunne**  
Gift Card Consulting

Brian is known in the industry as "Mr Gift Card". He has a lifetime achievement awards from this organisation and he was the second ever in the history of the UKGCVA to get this recognition. He is a Fellow of the Institute of Chartered Management Accountants and he holds a Masters of Business Administration. He founded IMA (Incentive Marketing Association) Europe and was president for eight years. He was on the global board of the IMA, a 600 strong association that includes the organisations that are the large corporate and agency buyers of gift cards.



**Jackie Barker**  
Barker Consultancy

Drawing on over 15 years' experience in the gift card industry, Jackie Barker is putting her expertise and skills to work as a freelance prepaid card specialist. Formerly Head of Product Management for Grass Roots (UK) Ltd, she was responsible for the very successful development, launch and marketing of their prepaid products. She grew the 'pure' prepaid card product and bonusbond gift card on the Visa network to an annual turnover in excess of £18m in the business to business market. She has also worked for Whitbread Group plc and Mobil Oil.

## Panel Discussion: Global Markets: The biggest opportunities & challenges – what can we learn from each other?

17:00



**Gareth Gillatt (Chair)**  
Co-Founder & CEO  
Reward Cloud

A successful entrepreneur with a proven track record in building technology businesses. His latest venture, Reward Cloud, has gone on to pioneer the use of digital gift cards predominantly in the B2B market. Now regarded as the market leader, Reward Cloud, continues to redefine the industry. Gareth is also a member of the UKGCVA Executive Committee and represents a new breed of talent and expertise coming into the industry.



**Peter Davison**  
Director, Corporate Alliances  
The Walt Disney Company

Pete Davison started his career with Disney over 25 years ago, and during his tenure he has held roles in several lines of businesses; Global Development, Finance, Entertainment and now Corporate Alliances. Pete is passionate about the Disney brand and is an advocate for improving the business through innovation and calculated strategic change. In his current role, he is responsible for the Disney Gift Card program.



**Matt Frawley**  
Senior Vice President, Global Services  
Stored Value Solutions (SVS)

Matt has more than 20 years of experience leading organizations with highly complex customers. He is an 8 year veteran of SVS and is responsible for Global Card Production & Fulfilment Services, Global Vendor Management, Global Implementations, and US Account Management. He has also held leadership positions within Ceridian's Human Capital Management business. Matt graduated with distinction from Clarkson University and earned a Master of Business Administration (MBA) degree from Bellarmine University.



**Erin Wood**  
Director  
Subway Cards

Erin Wood is the Subway® Card Program Director and Vice Chair of the Retail Gift Card Association. Erin has fourteen years' experience developing and managing gift card programs for both Target and the Subway brand inclusive of retail, B2B and digital channels. In addition to her gift card experience she's led various initiatives such as payments and delivery that make buying a Subway sandwich convenient. When she's not working, Erin is busy being mom to four children ranging from three to twenty-two.



**Volker Patzak**  
European Content Dev. Director of epay & Cadooz & Prepaid Assoc. Germany board member

Master in Business Administration and Marketing Starting his career in the banking and insurance business Key accounting for 2 major FMCG companies in Taiwan and Germany 17 years' experience in the incentive-, loyalty-, prepaid- and payment industry European Content Development Director of epay & cadooz Boardmember of the Prepaid Association Germany.

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|       |   |       |  |
|-------|---|-------|--|
| 08:00 | <b>Registration</b>   | 12:30 | <b>Lunch</b>   |
| 09:00 | <b>Welcome and Introduction, UKGCVA</b><br><br>Gail Cohen, Director General, UKGCVA &<br>Eoin Whyte, Sales Director, Savvy & Executive Chair UKGCVA   | 13:40 | <b>Introducing Rethink – UKGCVA 2019 Conference Charity</b>  |
| 09:20 | <b>A Word from our Lead Sponsor – SVS</b><br><br>Matt Frawley, Senior Vice President, Global Services, Stored Value Solutions (SVS)   | 14:00 | <b>Keynote Speaker – ‘7 Essential Rules for Working, Living, and Giving Better’</b><br><br>James Wallman, Best-selling author, futurist & cultural commentator   |
| 09:25 | <b>State of the Nation Research 2019 Launch</b><br><br>Maureen Hinton, Retail Research Director, GlobalData   | 14:35 | <b>Panel Discussion: B2B – Is the current exponential growth sustainable? In partnership with IMA</b><br><br>Chair: Jonathan Grey, Founder/CEO, Ovation Incentives; President, IMA Europe<br><br>Panel: Andrew Johnson, Chief Executive Officer, NGC Europe; Bertrand Jolibert, Global Head of Kantar Incentives; Soren Hoj Thomsen, B2B Lead at Zalando SE; Fintan Connolly, Global eCommerce Manager, Globoforce |
| 10:05 | <b>Panel Discussion: Reaction &amp; Response to the State of the Nation Data</b><br><br>Chair: Mark Essex, Director, Public Policy, KPMG<br><br>Panel: Helen Dickinson, CEO, British Retail Consortium; Simon Osgood, SVP, InComm; Dom Morea, SVP & Head, Gift Solutions, First Data; Maureen Hinton, Retail Research Director, GlobalData  | 15:10 | <b>Break</b>   |
| 10:45 | <b>Break</b>  | 15:45 | <b>Panel Discussion – B2C: How to maximise consumer sales – Case studies &amp; tips from those in the market</b><br><br>Chair: Tom Lincoln, Head of Purchase Experience, Marks and Spencer<br><br>Panel: Joanna Rogers, Marketing & Gift Cards Category Manager, John Lewis Partnership; Alan Smith, Managing Director UK, One4all; Federica Foldes, Gift Card International Coordinator, Decathlon UK             |
| 11:20 | <b>Keynote Speaker: ‘Gift Cards – A Global View’</b><br><br>Talbot Roche, CEO and President, Blackhawk Network  | 16:20 | <b>UKGCVA’s Got Talent – Members Innovation Showcase</b>   |
| 11:50 | <b>Panel Discussion: Gift Cards – Evolution or Revolution?</b><br><br>Chair: Holly Glowaty, Co-Founder, K+H Connection & Flourish Conference<br><br>Panel: Malcolm Berg, UK Sales Director, Stored Value Solutions (SVS); Matthew Howe, MD Europe, Blackhawk Network; Mitch Brody – Gift Card Expert / Consultant; Jayne Stegemiller, Marketing Manager Gift Cards, Cracker Barrel Old Country Store & Chair RGCA; Eoin Whyte – Sales Director Savvy & Executive Chair UKGCVA | 17:00 | <b>Close and Prize Draw</b>  |

## State of the Nation Research 2019 Launch

09:25

**Maureen Hinton**Retail Research Director  
GlobalData

Maureen Hinton is the Group Retail Research Director at GlobalData Plc. She heads up the global team of analysts and is responsible for all the syndicated and bespoke retail content. She is a regular writer and commentator on retail matters in the media as well as a speaker at retail events and conferences both in the UK and abroad.

Her background is in the clothing retail industry (including roles based in Italy and Russia) though she now covers all areas of retail. She has a Masters in Business Administration (MBA) and is a member of the KPMG Retail Think Tank and has been classified as one of the Top 10 global retail influencers by Vendhq.com in both 2016 & 2017.

## Panel Discussion: Reaction &amp; response to the State of the Nation Research

10:05

**Mark Essex (Chair)**Director  
Public Policy, KPMG

One of KPMG's bold thinkers, Mark looks at how disruption can be applied to public policy challenges. Mark has proposed ways to transform domiciliary care, reform property taxes, deliver lifelong learning and eliminate food banks. He is responsible for KPMG's recent report: Re-imagine Public Policy – a collection of ambitious ideas for reforming public services. Mark writes a regular column on Brexit where he applies logic, analysis and pragmatism to bust the prevailing myths. He is an experienced media panellist, keynote speaker and presenter.

**Helen Dickinson**CEO  
British Retail Consortium

Helen leads the team and sets the strategic direction of the BRC. She joined in January 2013 and has been working with retailers for over 25 years. She is also a judge of the Everywoman Retail Ambassadors Programme and was previously Chair of Working Chance, a charity helping women offenders find employment between 2012 and 2016. Helen was previously UK Head of Retail at KPMG, driving and developing the retail practice and leading relationships and audits for many clients. Helen was awarded an OBE in 2016 for Services to Retail.

**Dom Morea**Senior Vice President & Head, Gift Solutions  
First Data

Dom Morea is Senior Vice President & Head of Gift Solutions at First Data where he is responsible for leading the transformation and growth of the industry's leading provider of branded stored value solutions. Dom is a veteran of the payments industry where he has focused on the creation and growth of enterprise-level, strategic relationships with many of the world's largest retail, banking and technology brands.

**Simon Osgood**Senior Vice President  
InComm, EMEA

Simon Osgood was part of the original management team which started InComm Europe in 2005 and the subsequent launch of the UK's first Gift Card Mall programme. Simon has more recently held the position of Vice President, APAC, Russia and Emerging Territories and on 1st March 2017, Simon returned to the European team as Senior Vice President.

**Maureen Hinton**

(See bio on opposite page)

Keynote Speaker:  
'Gift Cards – A Global View'

11:20

**Talbott Roche**CEO & President  
Blackhawk Network

Talbott Roche is CEO and president of Blackhawk Network. As Blackhawk's co-founder, she was integral to the company's transformation from a gift card network in one grocery chain to a global prepaid leader. Before becoming CEO, she served as Blackhawk's president through a successful IPO (2013), and led the growth of the company's retail and digital businesses. In recent years, she integrated multiple acquisitions in incentives, making Blackhawk a leader in commerce and incentive solutions, employing over 3,000 people in 26 countries.

Prior to Blackhawk, Roche held leadership roles with News America Marketing, a News Corp company, and The Clorox Company among others. Roche sits on the board of directors of Electronic Arts Inc. (EA), and previously served as an Executive board member of the Network Branded Prepaid Card Association (NBPCA). Roche has received awards recognizing her professional achievements, most notably the PYMNTS Innovator Award for Women Driving Innovation in Payments, and Paybefore's Industry Achievement Award.

## Panel Discussion: Gift Cards – Evolution or Revolution?

11:50

**Holly Glowaty (Chair)**

Co-Founder  
K+H Connection & Flourish Conference

Holly Glowaty is Co-Founder K+H Connection, and is founding Co-Producer of the Flourish Conference- the premier Branded Currency Event in the US. K+H Connection consults with specialty merchants to enhance and grow their gift card, loyalty, promotional, stored-value and prepaid programs, in order to find new growth opportunities and technology partners for our merchant clients. Holly has spent over 12 years working with merchants to create profitable partnerships in FinTech, loyalty/rewards and Sports Marketing. She has represented major gift card portfolios for JCPenney and Staples; created numerous loyalty program partnerships and helped to develop relationships with merchants for the Chicago Fire Soccer Club and Raise.com.

**Matthew Howe**

Managing Director, Europe West & South Africa, Blackhawk Network

Matt joined Blackhawk Network in 2008, and took the reigns as Managing Director of the region in 2014. He is responsible for the region's business development, financial planning, acquisition and integration strategy. Prior to joining the organisation, Matt gained 13 years of experience in the retail sector whilst working at Debenhams Retail PLC. In his time there, Matt ran the Debenhams gift card program and was responsible for driving significant sales growth through product innovation, marketing and in-store projection.

**Malcolm Berg**

UK Sales Director  
Stored Value Solutions (SVS)

Malcolm is Sales Director for UK and Eire at Stored Value Solutions (SVS) and is responsible for business development throughout this region. With a reputation for delivering transformational change, he has more than 20 years experience in providing solutions for B2B, affinity, partnership and multi-channel sales. An accomplished mentor and coach, Malcolm takes pride in developing strong and meaningful relationships. This can be seen in his track record of creating long-lasting, profitable business relationships. Prior to his current position as Sales Director at SVS, Malcolm was Director of Merchant Services at Ukash.

**Mitch Brody**

Gift Card Expert  
& Consultant

Having launched more 3rd Party Merchant Gift Cards from the merchant side than anyone in the business with combined LTD dollar loads exceeding \$500M, Mitch is a seasoned Gift Card Consultant who specializes in helping emerging and established international retailers and e-tailers, often featuring new business models such as ecom aggregators (platforms) or online subscription companies (both in the box and OTT streaming types), launch and refresh successful Closed and Open Loop Gift Card Programs.

**Jayne Stegemiller**

Marketing Manager Gift Cards, Cracker Barrel Old Country Store & Chair RGCA

With a 10-year tenure in the gift card industry, Jayne has served in a variety of management roles within Cracker Barrel at both the corporate and field level — spending the past 8 years managing and expanding their gift card programs. Jayne is also very active in the Retail Gift Card Association serving on the board of directors and many committees since 2010. Jayne was instrumental in the successful launch and continued growth of RGCA's annual Forum which provides rich content, best practices and networking opportunities for RGCA members. Jayne is currently serving as the Chair of the RGCA.

**Eoin Whyte**

Sales Director, Savvy & Executive Chair UKGCVA

Eoin is responsible for all customer acquisition and customer retention activities across Savvy's direct sales and reseller channels, and has been instrumental to Savvy's growth since their start-up days. Savvy operates three secure cloud-based platforms providing processing, analytics, and B2B management, helping their customers to grow their business. In January 2019, Savvy announced in their business expansion to the US market. Eoin has also served as Chair of the UKGCVA for the last four years working closely with DG Gail Cohen and the Exec Committee to drive the organisation forward.

## Keynote Speaker

14:00

## – '7 Essential Rules for Working, Living and Giving Better'

**James Wallman**

Best-selling Author,  
Futurist & Cultural Commentator

Bestselling author James Wallman will share a mix of ancient wisdom and modern science as he takes us on a whistle-stop tour of the seven essential rules for working, living, and giving today. Based on the latest research, and decades of work, by psychologists (evolutionary, behavioural, clinical), sociologists, economists, historians, and anthropologists, the seven rules form the backbone of James's next book, Time And How To Spend It – to be published in April 2019

from Virgin Books. These seven science-backed rules are designed to help people choose and design what they do – in order to be happier, more resilient, and more successful. The same rules also contain inspiring yet practical advice for any company or person that wants to create better employee, customer, and brand experiences. James wrote the bestselling book Stuffocation (self-published, 2013; Penguin, 2015).

## Panel Discussion: B2B – Is the current exponential growth sustainable? In partnership with IMA

14:35



### Jonathan Grey (Chair)

Founder & CEO Ovation Incentives President, IMA Europe, Gift Card Consulting

In 2001 Jonathan founded Ovation Incentives which he still leads to this day. Based in London, Ovation is an award-winning incentive marketing company that provides online tools and campaigns to help international companies improve their business performance by rewarding and motivating their customers and staff.

Through Ovation, Jonathan has always been an active participant in the business communities that seek to promote standards and foster relationships in the gift card and business incentive markets. He sits on the board of the Incentive Marketing Association, a US-based industry network of 700 international incentives companies and is a founder of, and current President of, the European chapter of the association. In 2017 he was named as one of the top 25 most influential people in the industry globally.



### Soren Hoj Thomsen

B2B Lead  
Zalando SE

Soren Hoj Thomsen is an international Business Developer with a decade of experience in the luxury industry and mass-market leaders such as Zalando and L'Oreal. Less than three years ago, he took on building the B2B Gift Cards team in Zalando for its 17 markets. Prolific testing across all markets, industries, and partners, launched Soren on a near-vertical learning curve.



### Bertrand Jolibert

Global Head, Kantar Incentives

Bertrand is currently the Head of Kantar Incentives, a set of incentives solutions made available to all Kantar Group companies and employees around the world. In his role, Bertrand manages the procurement of incentives through a selection of Kantar Incentives approved suppliers, helping Kantar companies to incentivize their market research respondents.



### Fintan Connolly

Global eCommerce Manager, Globoforce

Fintan Connolly heads up global partnerships at Globoforce, leading a multi-function team of experts distributed across diverse geographies in Engaging People through Recognition & Reward. Recognition has the ability to empower employees and teams to recognize and reward each other, celebrating meaningful moments, big and small.



### Andrew Johnson

CEO, NGC Europe

Andrew Johnson is CEO of National Gift Card Europe, a division of the US-based National Gift Card, which specialises in the sales, marketing and fulfilment of gift cards and e-vouchers. Andrew was Director General of The UK Gift Card and Voucher Association from 2006 to 2015.

## Panel Discussion – B2C: How to maximise consumer sales – Case studies & tips from those in the market

15:45



### Tom Lincoln (Chair)

Head of Purchase Experience  
Marks and Spencer

Tom has been with M&S since 2012 initially leading the development of Multi Channel deliveries & improving the customer Experience. In 2016 Tom took accountability for the Gift Card business at M&S and now leads Purchase Experience which includes Gift Cards. Tom is also part of the UKGCVA Executive and is Deputy Chairman.



### Alan Smith

Managing Director UK  
One4all

Alan Smith is the Managing Director for One4all UK, where he has overall responsibility for the strategy, growth and P&L of the UK business. He has over 20 years' experience in the payments industry covering a broad spectrum of the ecosystem. From 2015 to 2017 he sat on the Payment Strategy Forum, the body established by the Payment Systems Regulator to develop the future roadmap for the UK payment infrastructure. Prior to joining One4all, he held senior management positions at Post Office, American Express and VocaLink. Alan is also an Ambassador for the Emerging Payments Association.



### Joanna Rogers

Marketing & Gift Card Category Manager  
& Gift Cards, John Lewis Partnership

Marketing and Gift Card Category Manager at John Lewis Partnership. Since joining the Partnership in 2015 Joanna has developed and managed several B2C gift card campaigns, in both, John Lewis & Partners and Waitrose & Partners shops and online. She has led the proposition development to what it is today and has recently redesigned and rebranded the portfolio. Her focus and ambition for 2019 is to make gift cards an experiential product.



### Federica Foldes

Gift Card International Coordinator  
Decathlon UK

Federica has been in the Decathlon company for almost 4 years, starting in Italy in retail and moved in the UK market with Decathlon early 2017. Her expertise area in Decathlon Group, has always been in Gift Card and Vouchers Market. In 2017 Federica launched a new concept for the B to C market selling gift cards which has proved hugely successful allowing customers to share their love of sport with friends and family by choosing from one of 70 sports themed designs which led to the UK being the fastest growing country worldwide in sales of Gift cards and E-gift cards for the key Christmas period in 2018.



Lead Sponsor

SVS is a leading global provider of gift card and stored value services. As a pioneer in the market, we are committed to be the best at measurably increasing client sales with superior stored value products and services. With 20 years of industry experience, our team of more than 300 professionals has cultivated expertise in:

- Gift cards
- Promotional cards
- Consumer engagement strategies
- Mobile interactivity
- eCommerce solutions

We offer flexible technology and superior analytics that enable our clients to achieve maximum sales along with customer acquisition and retention for long-term business growth.

[www.storedvalue.com](http://www.storedvalue.com)



Networking Sponsor

By building more value into every transaction through innovative payment technologies, InComm creates seamless and valuable commerce experiences. InComm's unique products and services – which range from gift card malls to enhanced payment platforms – connect companies across a wide range of industries including retail, healthcare, tolling & transit, incentives and financial services to an ever-expanding consumer base. With more than 25 years of experience, over 500,000 points of distribution, 366 global patents and a presence in more than 30 countries, InComm leads the prepaid and payments industry.

[www.incomm.com](http://www.incomm.com)



The Gift Card Lab Sponsor

Blackhawk manages the distribution of gift cards through some of the biggest retail channels in Europe. Working with both brands and retailers cross the gift card industry we provide an end-to-end service that creates, processes and activates cards ready for retail distribution. Our advanced technology makes it easy for brands and retailers to sell cards online and through stores. Our partners benefit from our fully managed approach including implementation, risk management, fulfilment, and customer service business growth.

[www.blackhawknetwork.com](http://www.blackhawknetwork.com)



State of the Nation 2019 – Sponsor

First Data (NYSE: FDC) is a global leader in commerce-enabling technology, serving approximately six million business locations and 4,000 financial institutions in more than 100 countries around the world. The company's 22,000 owner-associates are dedicated to helping companies, from start-ups to the world's largest corporations, conduct commerce every day by securing and processing more than 3,000 transactions per second and \$2.4 trillion per year.

[www.firstdata.com](http://www.firstdata.com)



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PrePay Solutions (PPS) is a leading, global prepaid services company specialising in the end-to-end design, implementation and management of various types of prepaid programmes including gift cards, multi-wallet solutions, banking solutions, and much more. PPS has strategic relationships with over 200 client programmes across 29 countries world-wide, operating across any medium and form factor, including card, digital and NFC. PPS is jointly owned by Edenred, the world leader in prepaid corporate services, and Mastercard Worldwide, a global technology company and payments industry leader.

[www.prepaysolutions.com](http://www.prepaysolutions.com)



Welcome Drinks Sponsor

Home to Voucher Express, Vex Rewards and Cadbury Gifts Direct - Hemingways Marketing Services is a full-service agency providing e-commerce, sales and distribution services to a wide range of major UK and international brands. Activities include 'white-label' e-Gift and gift card management; B2B sales; warehouse and fulfilment services; and SAAS solutions for the pre-paid sector. Now celebrating 100 years in business, Hemingways is independently owned & managed and one of the most successful and fastest growing companies in the north of England.

[www.hemingways.co.uk](http://www.hemingways.co.uk)



Delegate Pack Sponsor

Reward Cloud is a digital gift card network pioneering the ability for 100s of brands in the U.S, EU and UK to drive more sales and gain greater insight through its transparent network. Reward Cloud's distribution partners have access to the single largest digital inventory available, allowing them to drive substantial volume for Reward Cloud's retail partners. All of this is managed through their single API in real time.

[www.reward.cloud](http://www.reward.cloud)



SVS is a leading global provider of gift card and stored value services. As a pioneering the market, we are committed to be the best at measurably increasing client sales with superior stored value products and services.

We offer flexible technology and superior analytics that enable our clients to achieve maximum sales along with customer acquisition and retention for long-term business growth.

[www.storedvalue.com](http://www.storedvalue.com)



For more than 100 years, Neenah, Inc. has been the leader in the creation and manufacturing of papers for premium writing, text, cover, digital, packaging, and label applications. The Neenah signature portfolio includes market leading brands such as CLASSIC®, ENVIRONMENT®, and ROYAL SUNDANCE® Papers. The company also offers envelopes in thousands of unique colors, finishes and styles. Neenah Packaging provides unique and sustainable packaging papers, boards and labels as well as custom solutions for premium and luxury packaging. NEENAH® Wide Format is a comprehensive portfolio of paper-based flexible and rigid board products, engineered for high-performance for a long list of applications from window signs and banners, to wall murals and POP displays.

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[www.firstdata.com](http://www.firstdata.com)



With over 25 years experience, Incodia International Ltd are experts in card design, manufacturing, personalisation and fulfilment and offer a full end-to-end service from concept to completion. Our reputation for quality, innovative product ranges, together with the highest service levels has positioned us as market leaders in gift, loyalty, membership, environmental and other card-based schemes. Producing millions of cards out of our UK sites each week and distributing globally, we have invested in state-of-the-art equipment to ensure the highest standards and the fastest lead times.

[www.incodia.com](http://www.incodia.com)



Blackhawk manages the distribution of gift cards through some of the biggest retail channels in Europe. Working with both brands and retailers cross the gift card industry we provide an end-to-end service that creates, processes and activates cards ready for retail distribution. Our advanced technology makes it easy for brands and retailers to sell cards online and through stores. Our partners benefit from our fully managed approach including implementation, risk management, fulfilment, and customer service business growth.

[www.blackhawknetwork.com](http://www.blackhawknetwork.com)



We are an ambitious company with dedicated employees who are committed to our goals, vision and strategies. Be world class in everything we do. Deliver the highest levels of flexibility, agility and responsiveness to our customers. Provide a safe place of work, support the local community, reduce environmental impact & deliver value to our shareholders. We have the agility and ability to deliver your project when you need it, on time in full. Focusing on our customers is the foundation of our business.

[www.thamestechnology.co.uk](http://www.thamestechnology.co.uk)



Nitecrest are the UK's longest established card manufacturer, providing plastic and board cards, packaging and bureau services worldwide, servicing the retail, banking and telecoms markets with physical card volumes in excess of 800million per year. Specialist gift and loyalty card providers, Nitecrest full service solution offers best practice design consultancy, a range of materials including new-to-market ECO PVC, fulfilment and digital services, giving retail card managers a single relationship, easier communication channels and associated cost savings.

[www.nitecrest.com](http://www.nitecrest.com)



Giftcloud provides a rewards platform that optimises digital gift cards to help businesses attract new customers and maintain loyalty with existing ones. Our rewards platform helps marketing managers and acquisition teams run cost-effective campaigns that make customers feel brand love. Giftcloud understands how rewards can motivate and engage customers. It works with the widest range of reward partners in the UK and thinks creatively about the best reward package to appeal to customers depending on the business need and product.

[www.giftcloud.com](http://www.giftcloud.com)



Company Cards is the leading manufacturer of fast turnaround gift and loyalty cards. All our cards are made in the UK in our own factory, giving us total control over the quality and delivery of our work. We also offer print and fulfilment for a complete service, including card carriers, packaging or marketing materials. Our ability to make short runs cost effective gives you the flexibility to mount limited campaigns or respond quickly to your customers needs.

[www.companycards.co.uk](http://www.companycards.co.uk)



Thanks to its papermaking expertise, Papeterie de Mandeuere, a French papermill, offers a specific set of paper ranges, ecological and innovative in response to the new demands of the luxury packaging and the food packaging markets. As part of its eco-friendly approach, Papeterie de Mandeuere has developed Ginkgo®, a biodegradable, compostable card, FSC® certified. This is a real alternative to plastic cards (PVC/PP) for the customer loyalty markets (gift cards, loyalty cards). Ginkgo® is suitable for all stored value card.

[www.mandeuere.com](http://www.mandeuere.com)



Clearhill have supplied the retail industry throughout the UK & Ireland with innovative vending solutions for over 25 years. Clearhill have now recently secured an exclusive partnership with Norwegian firm, Microlog to bring their market leading Gift Card Kiosk and innovative marketing solutions to Great Britain & Ireland.

[www.clearhill.com](http://www.clearhill.com)



Quality and innovation have kept Bristol Card Solutions at the forefront of plastic card production for 40 years. From concept to realisation, our considerable experience, coupled with our in-house design facilities means that we can offer you a turn-key solution when it comes to the production, personalisation and fulfilment of plastic cards. We are introducing genuine sustainably-sourced birch wood material as a tested, reliable and competitive solution, with all its intrinsic beauty and warmth. Please visit our stand to talk about your requirements for truly environmentally-friendly gift, membership and loyalty cards.

[www.bristolcardsolutions.com](http://www.bristolcardsolutions.com)



Ryedale Group are launching eco-cards.co.uk, a new website and range of 100% recyclable substrates at this year's UKGCVA Conference. Ryedale Group are specialist printers of ZERO PVC, 100% recyclable gift and loyalty cards. Offering recyclable ECO-CARD, ECO-CARD PLUS and sustainable ECO-BOARD in a variety of thicknesses we will match your specific card needs and help you meet corporate environmental requirements. Responsive interaction with our customers – monitored through internal KPI's. Thames Technology have in depth experience of successfully delivering financial, retail and prepaid global card launch projects.

[www.ryedalegroup.co.uk](http://www.ryedalegroup.co.uk)



Thomas Cook

Thomas Cook Group plc. is one of the world's leading leisure travel groups with sales of £7.8 billion in the year ended 30 September 2016. Thomas Cook is supported by 22,000 employees and operates from 16 source markets.

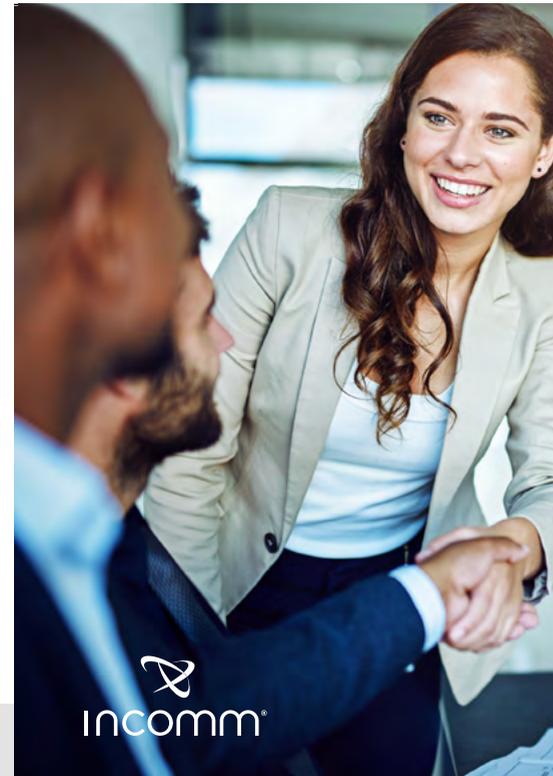
[www.thomascook.com](http://www.thomascook.com)



Harrods

Corporate Service at Harrods is renowned for exquisite, personalised gift solutions, sourced from the iconic store's 330 departments. Known for going the extra mile when it comes to sourcing the perfect gift to help motivate colleagues and enhance business, Corporate Service at Harrods has access to an extraordinary range of luxury goods and experiences.

[www.harrods.com](http://www.harrods.com)



# Payment Technology that is Driving Global Commerce

InComm is a global leader in payments technology, partnering with leading brands and bringing breakthrough solutions to every transaction.



1,000+ global brand partners



Over \$50 billion in annual transaction volume



Presence in over 30 countries



To learn more, contact Rob Coulstock at [rcoulstock@InComm.com](mailto:rcoulstock@InComm.com) or Richard Lucas at [rlucas@InComm.com](mailto:rlucas@InComm.com)

[InComm.com](http://InComm.com)



Bandwidth Recruitment is an independent provider of permanent, contract and interim staff specialising in the cards & payments sector. We have spent years working within the payments sector to build an enviable network of contacts which, combined with a thorough understanding of the payments lifecycle, enables us to understand our clients' requirements in detail and accurately match the most appropriate candidates.



BVCNL is the Dutch Giftcard and Voucher Association. We were established in July 2017. Currently, we have 45 members and we are still growing. The most important role of the Association is to inform members about trends within the market and legislation. To do so, we maintain regular contact with the government and other stakeholders, as well as creating networking opportunities in order to increase and stimulate the entire Gift Card market in the Netherlands.



The Emerging Payments Association (EPA), established in 2008, connects the payments ecosystem, encourages innovation and drives profitable business growth for payments companies. Its goals are to strengthen and expand the payments industry to the benefit of all stakeholders.



The Retail Gift Card Association is the only nonprofit trade association that represents exclusively the closed-loop gift card industry. Our membership is comprised of large regional and national brands that operate in the closed-loop gift card space, along with a variety of service companies that provide marketing, technical and other support to the gift card sector.



Mercator Advisory Group is the leading independent research and advisory services firm focused on the payments and banking industries. We deliver research and advice to help clients maximize growth and contain costs. Our clients include payment issuers, acquirers, processors, merchants, associations, leading technology providers and investors. We also publish Payments.



The BRC is the go-to trade association for all UK retailers, promoting the story of retail, shaping debates and influencing the issues that matter to the industry. Our broad range of stakeholders demonstrates how retailing touches almost every aspect of our culture. The BRC leads the industry and works with our members to make a positive difference.



The Incentive Marketing Association is a membership organisation, formed by a group of incentive experts from all over the world. IMA Europe aims to increase business awareness of the power and success of incentive programs and champions the benefits, thereby creating business opportunities for all members.

## Loyalty

Loyalty Magazine is the most widely read title on the subject of customer retention. It covers loyalty as a broad concept, reward programmes, affinity, customer insight and CRM. Importantly, it focuses heavily on how technology is reinventing what is possible, with analytics and other customer information management systems, and how mobile interaction and engagement are changing the rules.



Founded in 2011, Prepaid Verband Deutschland (PVD) e.V. is a trade association representing the interests of the Prepaid industry in Germany. This includes providers of Prepaid payment methods (e.g. banks and electronic money institutions), processors, retailers, e-commerce companies issuing gift cards, technical service providers of Loyalty and Prepaid systems, and distributors of prepaid payment products in the retail sector.



PIF is the not-for-profit industry body representing organisations who are regulated under e-money and payment services regulation and who operate in the high-growth prepaid and fintech sectors. Driven by a belief that prepaid delivers a wealth of financial and social benefits to consumers, businesses and governments, PIF was formed with a mission to protect and promote prepaid as a driving force for innovation in financial services.

# Become a UKGCVA Member

- Networking opportunities, events and annual conference
- Invaluable insights into the market through regular sharing of research
- Updates and briefings on all the latest legislation, tax, VAT and regulatory information
- Information sharing platforms to understand the market, its players, new innovations and products
- The voice of the industry, maximising PR & media on behalf of our members
- Providing a platform for members to reach & engage customers

## Upcoming Events

- **23 May**  
Member's Meeting
- **27 June**  
Summer Party
- **12 September**  
Hall of Fame Awards
- **6 November**  
AGM & Member's Meeting
- **December TBC**  
Christmas Social

Other dates to be announced throughout the year. Please look at the members area of the website & newsletters for up to date information.

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 www.ukgcva.co.uk

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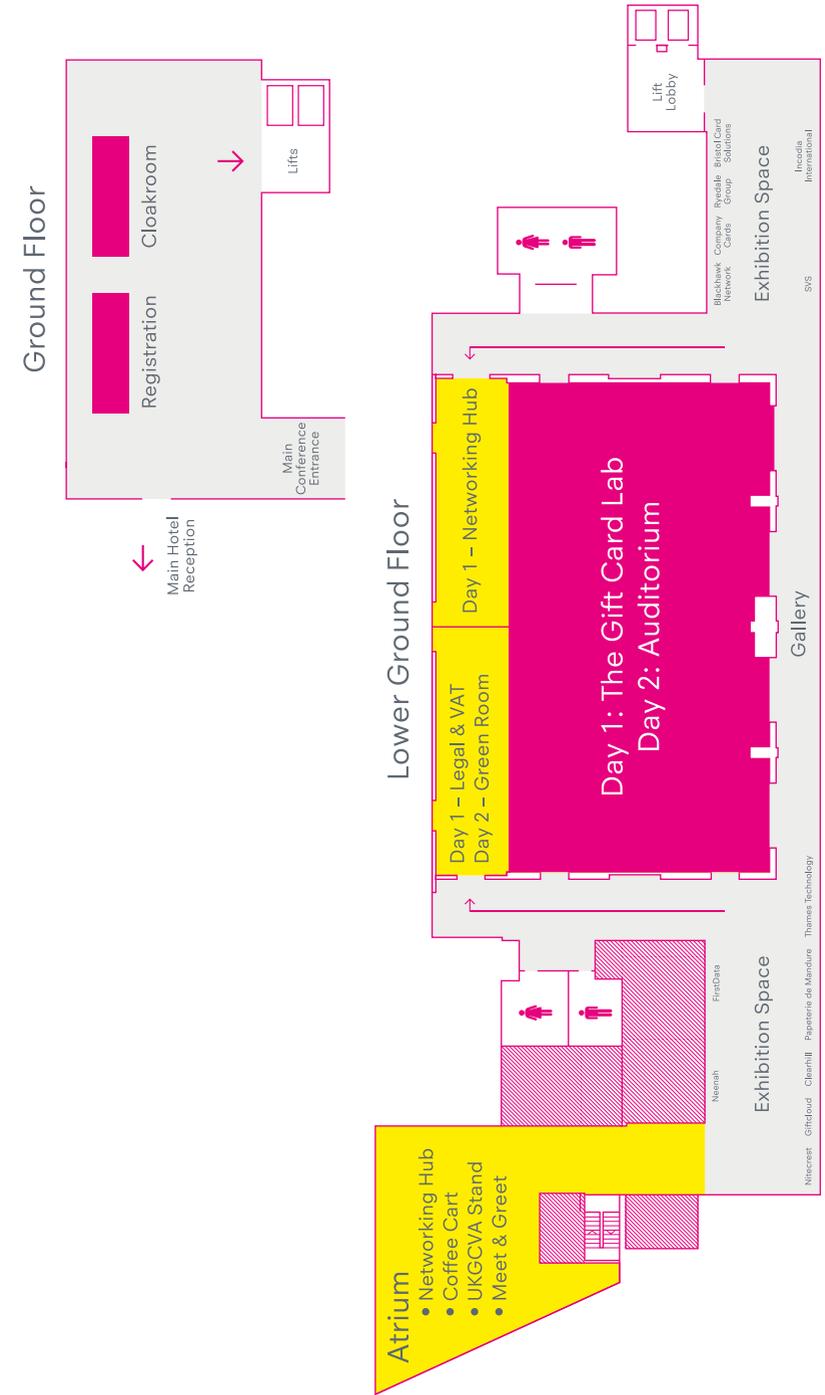
Thanks to all our speakers, panellists, sponsors, partners, exhibitors and delegates and the UKGCVA team; Sheriden Booth, Freddie Mills, Natasha Russell, Nicci Talbot, Jade Viera, and all the conference on-site team. PR Agency One: Steve Bolshaw, Gemma Eccleston; #Giftbetter: Kitty Newman, Our Place (designers): Ted Heffernan, Alex Gross, Jai Vellala Wilson, Conference Photographers/Video: Jeremy Rice and Mario Alghatta Video producer: Umut Gunduz, Web: Philip Jansseune & Steve Goddard, IT: Ridgeon Network, Technical team: Peak Hire, Charity: Rethink Mental Health

UKGCVA Executive Group: Stuart Boon, Gail Cohen (Director General). Gareth Gillatt, Adam Hobbs, Ben Jones, Tom Lincoln (Deputy Chair), Siobhan Moore, Tessa Unsworth, Dave Walsh & Eoin Whyte (Chair).

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- Drive incremental sales through our extensive distribution channels
- Obtain the best support through our fully managed service

[Blackhawknetworkeurope.com](http://Blackhawknetworkeurope.com)



# Notes

# Notes

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CONFERENCE 2019

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