

UK GIFT CARD
& VOUCHER
ASSOCIATION
CONFERENCE:
1ST MARCH 2017

UK **gift card**
& **voucher** association

CONFERENCE 2017

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WELCOME TO THE UKGCVA ANNUAL CONFERENCE

'Is the Gift Card industry ready for the modern consumer'

Welcome to this year's conference, the premier event in the industry's calendar. Today we take an in-depth look at the overall gift card industry, asking what consumers really want & how we can influence the board room. We take a trip to the future and focus on the opportunities and challenges facing the market and explore whether the current political landscape will impact on the buying environment.

The charity we are asking you to support this year, is The Down Syndrome Association as voted for by members – please give generously today via the collection points and at the coffee stand, also you can donate via a link on our website.

As ever the conference will provide an opportunity for networking, discussion, debate and of course sharing your thoughts and ideas by tweeting, voting and participating in all discussions.

Thank you to all our sponsors exhibitors and partners and most of all to you the delegates.

BECOME A MEMBER

Join the UKGCVA:
info@ukgcva.co.uk
0207 692 0636

WIN A £250 THOMAS COOK VOUCHER

Make sure you have donated and are seated at 2pm to be in it to win it!

COFFEE STALL @ CPI STAND

Donate to Down's Syndrome Association and enjoy a delicious cup of coffee

VISIT THE UKGCVA EXHIBITION STAND

Visit all the exhibitors and get stamped... Once you have filled up the postcard which is in your delegate bag, post your entry in the box at the UKGCVA stand and be in with a chance to win an M & S hamper

COMPLIMENTARY WI-FI CODE - GET ONLINE

Connect to De Vere Grand Connaught Rooms, select 'Meeting wifi'

Network name: [ukgcva](#)
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TWITTER

Join the conversation throughout the day:
[@UKGCVA](#) [#UKGCVA2017](#)

WE LOVE YOUR FEEDBACK!

An email will be sent to you via survey monkey straight after the conference or please access via:

<https://www.surveymonkey.co.uk/r/UKGCVA>

TIMINGS

Please make sure you are seated promptly, so we can run to time. We would also ask that you clear the main conference room during breaks and lunch

CHARITY

Please give generously throughout the day and support Downs Syndrome Association, this year's conference charity, as voted for by UKGCVA members. Donate online at:

<http://uk.virginmoneygiving.com/team/UKGCVA>



**Down's Syndrome
Association**

A Registered Charity No. 1061474



EOIN WHYTE

Executive Chair, UKGCVA

On behalf of the UKGCVA Executive Committee, I'd like to extend a warm welcome to you all – delegates, exhibitors, and sponsors today. Our association is currently seeing outstanding levels of membership growth and the strong ticket demand for today's event underlines the appetite for the services that the UKGCVA is delivering. Today's conference is slated to be our biggest and most ambitious event to date and we hope you enjoy the splendid new surroundings of The Grand Connaught Rooms. As ever, I would urge you to engage with our exhibitors and sponsors during the day to hear more about their business offerings, and I trust you will enjoy a superb day filled with insights from our terrific speakers and panelists as well as the unbeatable networking opportunities.



A WORD FROM
CONFERENCE LEAD
SPONSOR, SVS

SVS is delighted to be the lead sponsor for this year's UKGCVA Conference. Our sponsorship confirms the vital role that the UKGCVA plays in supporting our Industry. The agenda this year focuses on some key issues: • Getting a better understanding of our business across all levels. • Concerns around regulation and risk • And leaning more about our consumers and how our innovation drives spend and loyalty. SVS's participation this year has extended beyond the conference and into some vital industry research, the findings from which will enable our leading retailers, and the membership at large, to expand their programmes in line with consumer demand and help elevate the amazing products that we deliver, to achieve the recognition we deserve. Enjoy your day.



GAIL COHEN

Director General, UKGCVA

It is hard to believe that a year has passed since the last speaker spoke and the final drop of prosecco was gulped at last year's conference – I could never have imagined how extraordinary this world could be. Now we welcome you to UKGCVA Conference 2017 where we pose the question 'Is the gift card industry ready for the modern consumer'?

To answer that, we have undertaken a large State of the Nation research project which we are proud to unveil today, followed by an on stage focus group so we can hear directly from the real life consumers; with a rich programme full of great speakers and panelists throughout the day.

Over the past year we have grown at a rate of knots, held meetings, breakfasts, social events and discussed and debated all key issues – from legislation to security from VAT to digital engagement. We have increased our PR activity and continued to actively engage with Government. Today is our key event of the year and we are delighted to welcome you all here to embark on the next chapter of our journey together.

1 March 2017

AGENDA

Time	Edinburgh Suite
09:00 – 09:15	Welcome - Gail Cohen , Director General, UKGCVA & Eoin Whyte , Chair UKGCVA Executive and Sales Director, SAVVY
09:15 – 09:20	A word from our lead sponsor, Sarah Poynter , UK Account Director, SVS
09:20 – 09:50	Opening speaker - Predicting Tomorrows Customers - Welcome to the Future! Will Higham , Consumer Futurist, Strategist and Speaker, Next Big Thing
09:50 – 10:20	State of the Nation – Research Revealed, Maureen Hinton , Group Research Director, Global Data (previously Verdict Retail)
10.20 – 11.05	Live Focus Group: An onstage discussion following on from the research findings. Real-life consumers, share their thoughts with the panel including an industry expert and a consumer strategist. Chair – Natalie Calvert , CEO, CX High Performance
11:05 – 11.40	BREAK
11:40 – 12:20	Reward & Recognition – How are Gift Cards Doing? As a key growth channel this expert panel will provide an insight into the growth of the B2B market. Chair – Eoin Whyte , Chair UKGCVA Executive and Sales Director, SAVVY
12:20 – 12:40	The Global Gift Card Market: An Insightful and Thought Provoking View of the World of Gift Cards. How does the UK compare to the rest of the world? What are the opportunities, challenges and differences? And what is the next big thing to hit the industry? Jenny Parris , Senior Vice President, Global Marketing and Product, SVS
12.40 – 13.55	LUNCH

Time	Edinburgh Suite
14.00 – 14:15	Introduction to Down’s Syndrome Association, UKGCVA Conference Charity 2017 – Beverley Vardigans , Corporate Fundraiser, Down’s Syndrome Association
14.15 –14:45	Innovation and Maximising your Business through New Technologies – Christer Holloman , Technology Trends Expert, CEO and Co-Founder, Divido
14:45 –15.25	UKGCVA Industry Update Panel. What has changed in the last 12 months? What are the key issues? And what does this mean for the industry? Topics include: Legislation, VAT, Brexit, Fraud & Security. Chair - Mark Essex , Director - Public Policy, KPMG
15.25 – 15.55	BREAK
15.55 –16:10	UK & USA – In Conversation Gail Cohen , Director General, UKGCVA talks with Erin Wood , Board Director, The Retail Gift Card Association (RGCA) & Director Marketing – Global Gift & Prepaid Subway about the US market, the differences, similarities and what we can learn from each other.
16.10 – 16:50	Are Gift Cards an Under-utilised Loyalty and Insight Tool? Loyalty programmes are key to many retailers with the aim of increasing engagement and capturing data; what more can gift cards do? Chair – Glenrose Harwood , Retail Development Manager, CPI Card Group
16:50 – 17:15	UKGCVA’s Got Talent – Members Innovation Showcase
17:15 – 17:20	Close and Exhibition Prize Draw
17:20 – 18:35	Drinks Reception sponsored by Laithwaite’s



WILL HIGHAM

Consumer Futurist, Statigist
& Speakers, Next Big Thing

Will Higham is a worldwide authority on future and evolving consumer behaviours. An expert on innovation, trends, and marketing, he consults industry leaders and major corporations. William will be the opening speaker at this year's UKGCVA conference, providing his take on how the current economic, political and social environment is influencing consumer behaviours and what this means for the retail market.

By mixing insight and advice, he helps organisations and teams think differently and be first to the future.

Interesting Fact: Will used to do PR for Michael Jackson



MAUREEN HINTON

Group Research Director,
GlobalData Plc*

Maureen heads up the UK and global team of analysts and 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, though she now covers all areas of retail. Maureen is a member of the KPMG Retail Think Tank.

*GlobalData acquired Verdict Retail in 2015

Interesting Fact: Maureen lived and worked in Italy for two and a half years



JENNY PARRIS

Senior Vice President,
Global Marketing,
Product Development,
and European Sales, SVS

Jenny is an entrepreneurial Sales and Marketing leader with more than 10 years' experience managing sales, marketing, go-to-market strategy, customer and prospect growth, and strategic partnerships. Jenny understands the Gift Card marketplace inside out and her ability to take research and best practice to create practical solutions for retailers has enabled many major SVS clients to maximize their business potential.



CHRISTER HOLLOMAN

Technology Trends Expert,
CEO & Co Founder of Divido

Prior to setting up his own fintech start-up Divido, Chris launched Expedia founder Rich Barton's \$1bn start-up Glassdoor.com in EMEA. Holloman was previously Head of Digital Product Development at The Times and The Sunday Times, responsible for delivering new digital revenue streams. Chris is also the author of the Amazon bestseller The Social Media MBA series, his latest book How To Sell Online was published a few months ago.

Interesting Fact: Christer sold his first tech company when he was 19 years old



ERIN WOOD

Director Marketing – Global
Gift & Prepaid, Subway & The
Retail Gift Card Association
Board - Treasurer

Erin Wood has ten plus years' experience in the gift card industry, managing card programs for both Target and the SUBWAY brand inclusive of various consumer and B2B sales channels.

She has managed all aspects of a gift card program. Erin is currently responsible for setting the gift card vision and driving profitable, sustainable revenue growth for over 44,000 SUBWAY franchises around the world. She serves on the Retail Gift Card Association Board as Treasurer.

Interesting Fact: Erin has four kids ranging from 2 – 20 years old!

UKGCVA CONFERENCE CHARITY



Down's Syndrome Association

A Registered Charity No. 1061474

BEVERLY VARDIGANS DOWN'S SYNDROME ASSOCIATION

Beverley Vardigans is the Corporate Fundraiser for the DSA and works with companies and organisations to encourage support for the charity. Down's Syndrome Association (DSA) is a national charity in UK dealing with all aspects of Down's syndrome, aiming to help people with DS live full and rewarding lives. Our services are accessible to all and include; a helpline, sports programme DSActive and successful employment programme – WorkFit. Workfit helps people with DS into employment by providing support, training for employers and employees.



CHAIR:NATALIE CALVERT
CEO, CX High Performance

When it comes to taking customer and employee experience to the next performance level and beyond, Natalie is the trusted go to person.

With phenomenal renowned expertise, an inspiring and a very real approach Natalie has strategised, mentored, and trained some of the world's biggest brands including O2, the AA, Royal Mail, Audi, LEGO, The Cabinet Office, BT, Gala Coral, Staples, Camelot and Marks & Spencer.

Her philosophy combines the science of experience with the art of behavioural transformation. Fused with her own near magical ability to transform 'average' into high performance, Natalie and her award-winning team always achieve significant results for their clients.

Interesting Fact: Natalie is the mother of twins!



DECLAN BYRNE
UK Managing Director, ONE4ALL

Declan is a prepaid payments veteran of 20 years covering travel, mobile prepaid, gifting and rewards. Heading up the One4all organisation in the UK, which is the owner of UKs' leading consumer facing multi store gift card the One4all Gift Cards well as the emoney issuance company GVS Prepaid.

Interesting Fact: I am charged within our organisation to produce the digital version of our product for millennials – I am 56 and hate twitter with a vengeance. A mismatch!



WILL HIGHAM
Consumer Futurist, Statigist
& Speakers, Next Big Thing

Will Higham is a worldwide authority on future and evolving consumer behaviours. An expert on innovation, trends, and marketing, he consults industry leaders and major corporations.

**PLUS 3 'REAL LIFE'
GIFT CARD CONSUMERS**

JUNE ROSE
CHRISTIAN GREGORY
NATASHA MULCAHY



CHAIR:EOIN WHYTE
Sales Director, Savvy &
UKGCV A Executive Chair

Eoin is responsible for all customer acquisition and customer retention activities across Savvy’s direct sales and reseller channels. From our first customer signing of Eason’s in 2004 to the launch of Boots Gift Card programme on our ConnectCore processing engine in 2017, it has been a roller coaster of a journey. And we’re just getting started...

Interesting fact: I am approaching 350,000 Savvy air miles travelled since setting up the business.



JAKE MAZEN
Sales Director
Gifcloud

Jake is an expert in digital marketing and has worked in the commercial innovation space for many years. As Sales Director of Gifcloud since its inception Jake has overseen the substantial growth in businesses desire to move away from physical and into the digital rewards space and has been instrumental in putting Gifcloud on the map in the gift card industry.



VIKKI ZELKIN
Client Services Director, Grassroots
(part of Blackhawk Network)

Customer & Employee engagement specialist, with over 17 year’s industry experience in B2B, Direct, and Promotional Marketing. Equally experienced in creative and technology led pitches across client programmes from a range of sectors (including; IT, Retail, Financial, FMCG, Telco, and Utilities).

Interesting fact: I received a certificate of excellence for 100% attendance through secondary school with no absences in 5 years



ANDREW JOHNSON
Managing Director,
Voucher Express

Andrew heads up Yorkshire-based Hemingways Marketing Services, a specialist e-commerce and distribution company which trades as Voucher Express and Cadbury Gifts Direct.

Interesting Fact: Andrew describes himself as allergic to Jazz music!



ELLEN PERTON
Head of Planning I&R (Incentive
& Recognition) – Sodexo

Ellen has worked with incentive and recognition clients for over 20 years delivering innovative and effective I&R solutions. She joined P&MM as an Account Manager in 1994. In November 2014, Sodexo acquired Motivcom and she is once again back in the heart of the I&R Planning function – ‘it feels like coming home’.



CHAIR: MARK ESSEX
Director of Public Policy, KPMG

Mark uses critical thinking, an analytical approach and a focus on the customer to come at questions from a different angle. He now applies these skills to understanding public policy and the opportunities it provides for business and government clients.

Since 2014, Mark has been thinking about Brexit and on March 1 he forecast the result for Leave with between 51% and 53% and now leads an intelligence and analysis team who are researching the impact of Vote Leave on our clients.

Interesting Fact: Mark paid his rent for a year from the money he made playing online poker.



SIOBHAN MOORE
European Head of Cards & Payments, Locke Lorde Uk LLP

Siobhan Moore is a commercial lawyer in Locke Lord's Cards and Payments Team. She leads clients with niche payment solutions through the financial regulatory maze. Siobhan works with retailers, mobile phone operators, financial institutions, e-money issuers, programme managers and resellers to bring their products to market. She liaises with regulators, drafts and reviews B2B / B2C agreements, advises on product structure and business strategy and runs workshops.



JOSHUA BOWER-SAUL
CEO Cybertonica Ltd

In his career, Joshua, has been at the forefront of various start-ups and new ventures, before more recently working on Cybertonica. Over the past year, Joshua has taken the helm of this young challenger with an innovative technology in the fraud management and payments authorization market. Cybertonica's first successes have shown that we have added value for PSPs, merchants, acquirers and even in other sectors.



JIM WILKINSON
Partner at PwC, Northern Leader of Indirect Tax, UK Tax leader for retail & consumer

Jim is a Tax Partner at PwC specialising in VAT. He has nearly 30 years' VAT experience and leads PwC's Retail & Consumer tax business where he has a wealth of experience in advising clients on VAT and tax matters. Jim has had an active role in the Treasury's voucher industry working party aimed at harmonising the treatment of vouchers across the EU.



CHAIR: GLENROSE HARWOOD
Retail Development Manager,
CPI Card Group

Glenrose Harwood is Retail Development Manager at CPI card group, an innovative market leader in loyalty, gift cards and related services. Her role is to strategically support UK retailers at any point in their gift card journey - to deliver a dynamic product and facilitate growth in multi-channel programmes. Having enjoyed over 13 years in the pre-paid industry and 2 years on the executive committee of the UKGCVA, she welcomes the opportunity to chair an engaging panel at this year's conference.

Interesting Fact: Glenrose studied media performance and once dreamt of being the Marilyn Monroe of her generation. Alas, it appears no Oscars are in sight however she is happy attending this industries' glamorous award events instead!



TODD TOMLIN
Global Head of Gift Cards
for Hotels.com

As Head of Gift Cards for Hotels.com, Todd is overseeing the launch of the Hotels.com gift card into Europe and Asia, as well as managing the North American business to drive new customers and engage current ones to increase revenue and loyalty to the Hotels.com brand.

Interesting fact: Todd used to drive a train... at Walt Disney World



ANDREW WALKER
Sales Development
Manager, John Lewis

After debating a career as a farmer, sailor or a scientist, I eventually fell into retail and have enjoyed the variety of both branch and head office roles with both Waitrose and John Lewis. My current role focuses on finding new ways to grow the business through corporate markets.

Interesting Fact: I was called 'loaf boy' at school for my love of bread, I was always going to do well in food retail.



ERIN WOOD
Director, Marketing - Global
Gift & Prepaid, Subway

Erin currently responsible for setting the gift card vision and driving profitable, sustainable revenue growth for over 44,000 SUBWAY franchises around the world. She serves on the Retail Gift Card Association Board as Treasurer.

Interesting Fact: Erin has four kids ranging from 2 - 20 years old!



TOM LINCOLN
Head of M&S for Business &
Gift Cards, Marks and Spencer

New to the Gift Card industry having focused my early career on Supply Chain Management & Online Delivery Development. I now head up all things Gift Card & Business to Business for Marks and Spencer.



**SVS
LEAD SPONSOR**

As the conference's lead sponsor, SVS is delighted to be able to demonstrate to our sector and wider business community our support for the UKGCVA. The Association provides a proactive forum for all things gift card and voucher and we are proud to stand on the same platform as the UKGCVA, promoting excellence and best practice within our industry.

Being leaders in the prepaid industry for more than 20 years and remaining at the forefront, embracing and promoting new technology and innovation, SVS has a wealth of experience supported by our research and our global customer base. This covers gift cards, promotions and incentives, both physical and virtual.

The UKGCVA's Annual Conference provides an excellent opportunity for us all to share our knowledge and learn from others. SVS looks forward to attending the Conference and further strengthening the connections we have throughout this exciting market sector.

www.storedvalue.com



**CPI CARD GROUP
NETWORKING SPONSOR**

CPI Card Group is a leading provider in payment card production and related services, offering a single source for credit, debit and prepaid debit cards including EMV chip, personalisation, instant issuance, print on demand, fulfilment, and mobile payment services. With more than 20 years of experience in the payments market and as a trusted partner to financial institutions and retailers, CPI's solid reputation of product consistency, quality and outstanding customer service supports our position as a leader in the market. Serving our customers from ten locations throughout the United States, Canada and the United Kingdom, we have the largest network of high security facilities in North America, each of which is certified by one or more of the payment brands: Visa, MasterCard, American Express, Discover and Interac in Canada.

Our philosophy has ensured we remain focused on what's important - delivering what our customers need. Over the years, our growth has provided us with unequalled capabilities to serve our core markets. We continue to invest and diversify our business in order to remain relevant to our customers today and as market needs change.

uk.cpicardgroup.com



**FIRST DATA
DELEGATE PACK SPONSOR**

First Data (NYSE: FDC) is a global leader in commerce-enabling technology and solutions, serving approximately six million business locations and 4,000 financial institutions in 118 countries around the world. The company's 24,000 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 2,500 transactions per second and \$1.9 trillion per year.

www.firstdata.com

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UKGCVA EVENTS PLEASE
GET IN TOUCH:**

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PREPAY SOLUTIONS REGISTRATION SPONSOR

PrePay Solutions (PPS) is a leading, global prepaid services company. It is jointly owned by Edenred, the world leader in prepaid corporate services, and MasterCard Worldwide, a global technology company and payments industry leader. PPS is offering a range of services including processing, BIN sponsorship, eWallet provision, compliance and fraud services, supply chain management, customer services and end to end program design and management. We are unique as we process from a single global in-house processing platform.

PPS have been delivering payment innovation for decades. We have built the world's leading alternative payments platform, to support the complex requirements of our client programmes. These cover closed loop, open loop and private label across gifting, loyalty, promotions, benefits, travel, banking solutions, virtual cards, expense management, general purpose and mobile.

www.prepaysolutions.com

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THOMAS COOK MONEY

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



GREEN & BLACKS

Green & Black's chocolate was founded 25 years ago on sustainable and ethical cocoa sourcing principles, we believe that great taste comes from the finest ingredients.

www.greenandblacks.co.uk

Laithwaite's

..... W I N E

LAITHWAITE'S DRINKS RECEPTION SPONSOR

Wine always makes a lovely gift! And who better to choose from than Laithwaite's, the UK's no.1 home delivery wine merchant. Family-owned firm have been going direct to find those delicious gems you won't find on the big retailers' shelves. Over nearly 50 years, they've built up an award-winning range of 1,400 different wines, beers, spirits and Champagne. Every bottle comes with a 100% money back guarantee and customer service second to none.

www.laithwaites.co.uk



MARKS AND SPENCER

Giving a Marks and Spencer hamper is the perfect way to say thank you to customers and colleagues. We are proud to support the UKGCVa conference 2017 with one of our Luxurious Champagne Hampers.

www.marksandspencerforbusiness.com

SVS

SVS

Leaders in the prepaid industry for more than 20 years, remaining at the forefront, embracing and promoting new technology and innovation.

www.storedvalue.com

savvy[®]

SAVVY

Savvy connects you with your customers. We are a technology specialist that offers solutions for gifting, rewards and promotions. We connect platforms, processes, businesses, and customers.

www.talktosavvy.com



NITECREST

Nitecrest are Europe's leading card manufacturer and the UK's largest provider of gift cards, associated packaging & e-services. Our latest innovation in e-services (Gift Card Suite), consists of an on-line fulfilment platform, card customisation and video messaging tool. With more than 20 years' experience in the card industry, our team is perfectly placed to consult on any related topic.

www.nitecrest.com



AB CORP

ABnote is a leading global supplier of cards, providing a wide range of multi-channel solutions. These include physical, digital and mobile products, and emerging technologies.

www.abnote.com

ORION

ORION

Celebrating 25 years, our clients benefit from the latest security in both digital and physical delivery, alongside our in-house gift card and voucher production.

www.orionprint.com



Papeterie de Mandeure

PAPETERIE DE MANDEURE

Located in eastern France with 130 employees Papeterie de Mandeure is a leading paper mill of creative and technical papers and boards. Specifically for the gift card, loyalty card and member card sector Papeterie de Mandeure has developed an innovative and green premium gift card: GINGKO®

www.papmandeure.com



BPAK

BPAK is pleased to announce the launch of our consumer line of gift card packaging! We are putting the GIFT into Gift Cards with innovative gift card holders enabling those who buy gift cards to present their gift as a unique experience for the recipient. The 'Paks' come in a variety of shapes, sizes and pop ups boasting very fun, modern colours and one-of-a-kind-designs to fit every gift giving occasion.

www.burgopak.com



INTU

From intu Trafford Centre to intu Lakeside, our shopping centres are destinations in their own right. We combine our expertise and experience in creating vibrant places for leisure and shopping to bring customers from further for long, more frequently. With two thirds of people in the UK living close to one of our 14 centres, the intu Gift Card is the ideal choice. With every one of the UK's top 20 retailers at our centres alongside some of the world's most iconic brands there really is something for everyone.

www.intugroup.co.uk



Cards & Payments Recruitment Experts

BANDWIDTH

Bandwidth Recruitment is an independent provider of permanent, contract and interim staff specialising in the cards & payments sector.

www.bandwidthrecruitment.com



BRITISH RETAIL CONSORTIUM

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.

www.brc.org.uk



EMERGING PAYMENT ASSOCIATION

A thriving community of payments professionals whose goals are to strengthen and expand the payments industry to benefit all stakeholders. Since 2004 we have been instrumental in helping to connect the ecosystem, encourage innovation and profitable business growth.

www.emergingpayments.org



INCENTIVE MARKETING ASSOCIATION

IMA Europe aims to increase businesses awareness of the power and success of incentive programmes and champions the benefits, thereby creating businesses opportunities for all members.

www.imaeurope.com



INCENTIVE AND MOTIVATION

Our website features all the latest incentive industry news, our print publications are packed with features and analysis of the issues that matter to gift card/vouchers, motivation, reward and recognition professionals.

www.incentiveandmotivation.com



LOYALTY

Loyalty Magazine is the most widely read title on customer retention. It covers loyalty as a broad concept, reward programmes, affinity, customer insight and CRM.

www.loyaltymagazine.com



MERCATOR ADVISORY GROUP

Mercator Advisory Group is the leading independent research and advisory services firm focused on the payments and banking industries.

www.mercatoradvisorygroup.com



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www.money2020europe.com



prepaid.mobile.emerging payments.

PAY BEFORE

The leading B2B media brand for the payments and retail industries. With its in-depth news and analysis, Paybefore offers an industry-insider perspective into the world of prepaid, payments technology, commerce and loyalty.

www.paybefore.com



PAYEXPO EUROPE 4-5 OCTOBER '17

As the UK's largest payments event, PayExpo Europe attracts 2000+ attendees from across the industry to network and learn about the ever changing payments landscape. www.payexpo.com



THE PREPAID INTERNATIONAL FORUM

PIF is a principal trade association for the prepaid industry. We believe that prepayment is a responsible way to pay for goods and services.

www.prepaidforum.org



the tech event for nextgen commerce

SHOP TALK

Shoptalk organises the world's most important events for retail and ecommerce innovation. Held annually in both the U.S. and Europe, Shoptalk events represent unprecedented gatherings of individuals and companies reshaping how consumers discover, shop and buy.

www.shoptalk.com

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JOIN THE
UK GIFT CARD
& VOUCHER
ASSOCIATION

2017 UKGCVA
MEMBER'S EVENTS

24 May 17

Member's Meeting

18/19 July 17

Summer Party Tbc

21 September 17

Member's Networking Event

01 November 17

Members Annual Meeting

06 December 17

Christmas Social Party

**Member's breakfast updates and
other events to be announced**

THANKS

The UK Gift Card & Voucher Association would like to say a huge thank you to:

UKGCVA team; Natasha Russell (event producer), Nicci Talbot, Jade Viera, Natasha Keene – Conference team: Camomile Soper, Talia Cohen, Lysa Yafet - Rostrum PR: Nick Bolshaw, Hannah Cambridge, Sophie Mellish - Our Place (designers): Ted Heffernan, Alex Gross, Jai Wellala Vilson – Video: Umut Gunduz, Dila Kavur – Web designers: Phillip Jansseune & Steve Goddard – IT Ridgeon Network, Chris Ridgeon – Gayle Lester & our consumer panel, June Rose, Christian Gregory, Natasha Mulcahy – Grand Connaught Rooms, Peak Hire, Optivote, Down’s Syndrome Association.

The UKGCVA Executive: Ajay Sethi, Siobhan Moore, Glenrose Harwood, Steve Clarke, Ben Jones, Tom Lincoln, Tim Watkins, Dave Walsh, Eoin Whyte (Chair) and Gail Cohen (Director General).

And to all of our speakers, panellists, sponsors, partners, exhibitors and delegates.

SEE YOU NEXT YEAR!

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