



## Retail Banking Review Dialogue, 16 May 2022, Tullamore Court Hotel, Offaly

Time	Item	Speaker
10:00	Registration	
11:00	Welcome	John Palmer – Department of Finance
11:05	Chair's Introduction	Mary O'Dea – Institute of Banking
11:10	Scene Setter: Overview of the banking sector in Ireland	Mary O'Dea – Institute of Banking
11:25	Keynote address	Paschal Donohoe, Minister for Finance
11:40	Presentation of consumer survey results	Jimmy Larsen – Behaviour and Attitudes
11:55	Move to breakout rooms	
12:00	Breakout sessions <ul style="list-style-type: none"> <li>• Consumer</li> <li>• SME</li> <li>• Retail banking model</li> </ul>	<b>Consumer:</b> Minister Sean Fleming <i>Rapporteur:</i> Maeve Dineen – Financial Services and Pensions Ombudsman Council <b>SME:</b> John Hogan – Secretary General, Department of Finance <i>Rapporteur:</i> Conor O'Toole – Economic and Social Research Institute <b>Retail Banking Model:</b> Minister Paschal Donohoe <i>Rapporteur:</i> Mary O'Dea - Institute of Banking
13:30	Lunch	
14:30	Rapporteurs' reports (3 x 10/15 minutes each) followed by general discussion	Rapporteurs with Chair
15:40	Chair's summary	Chair - Mary O'Dea – Institute of Banking
15:50	Closing remarks	Minister Fleming
16:05	End of Retail Banking Review Dialogue	