

DIGITAL BANK

STRATEGIES TO
LAUNCH OR
BECOME A
DIGITAL BANK

CHRIS SKINNER

CONTENTS

Introduction	13
--------------	----

PART 1: DIGITAL BANKS

Why We Need Digital Banks	20
Designing Digital Banks without Branches	36
Digital Banks Do Not Have Channels	56
Building Relationships through Digital Banking	76
Technologies Create a Digital Bank Storm	88
Mobile Fuels Digital Banking	93
Digital Banks Are Social Banks	107
Digital Banks Fight Data Wars	143
Making Digital Banks Secure	171
Becoming a Digital Bank	184
Digital Banks Are Still Banks	195
The New Economics of Digital Banking	202
Launching the Digital Bank	226

PART 2: INTERVIEWS

BANCO SABADELL (Spain): Pol Navarro	236
BARCLAYS BANK (UK): Mike Walters	243
BITCOIN (global): Donald Norman	248
FIDOR BANK (Germany): Matthias Kröner	257
FIRST DIRECT (UK): Paul Say	263
mBANK (Poland): Michal Panowicz	270
MOVEN (USA): Brett King	278
M-PESA (Kenya): John Maynard	286
SIMPLE (USA): Shamir Karkal	292
SWIFT (global): Kosta Peric	300
THE CURRENCY CLOUD (global): Michael Laven	307
About the Author	314