

ACQUIRERS

Learning Expedition by

Digital Safari

LONDON

Join us for this thought leadership program designed to explore how agentic commerce is reshaping customer experience, payment operations, and competitive dynamics in the acquiring landscape. Through a combination of academic insight from King's College London, industry expertise, and real-world perspectives, participants will move from understanding the foundations of agentic commerce and AI-driven interactions, to examining its operational impact across authentication, risk, and merchant models, before defining the strategic choices required to remain competitive.

The program is designed to help senior leaders translate emerging trends into clear priorities, practical decisions, and actionable next steps.

WHEN

Sep 29th - Oct 1st 2026

Day 1: Re-Architecting Customer Experience in an AI driven world

Day 2: Operating Agentic Commerce with trust, Risk and control

Day 3: Competing in an Agentic Driven Ecosystem



SCHEDULE - DAY ONE

TUESDAY SEPTEMBER 29TH

KING'S COLLEGE

11.00 – 11.30 **Transfer – Pick-up From Mercure London Bankside Hotel**

11.30 – 11.45 **Registration & Welcome to your Digital Safari**
Mastercard Safari Lead

11.45– 13.00 **Using Agentic AI to Build Omnichannel Experiences part 1**
Dr Andres Gvirtz, Assistant Professor of Marketing and Technology

Key Topics

- Moving beyond chatbots: Understanding what agentic AI actually is
- Examining the omnichannel vision and understanding why the customer experience currently often breaks down across channels
- Future proofing your strategy: Understanding new channels on the horizon, and how you can support customers along them
- An interactive discussion on levers where agentic AI can add value

13.00 – 14.00 **Lunch**

14.00 – 16.30 **Using Agentic AI to Build Omnichannel Experiences part 2**
Dr Andres Gvirtz, Assistant Professor of Marketing and Technology

A session on how agentic AI can be used to design and operate omnichannel payment experiences that are more seamless, trusted, and resilient. The session focuses on identifying where agentic systems add value, how to deploy them responsibly, and how to translate the technology into competitive advantage.

16.00– 18.30 **Transfer back to Mercure London Bankside Hotel and Free time**

18.30 – 19.00 **Transfer to Dinner**

19.00 – 21.00 **Dinner**

21.00– 21.30 **Transfer back to the Hotel**



SCHEDULE - DAY TWO

WEDNESDAY SEPTEMBER 30TH

NOMURA BUILDING ANGEL LANE

10.00 – 10.45 **Transfer – Pick-up From Mercure London Bankside Hotel**

10.45 – 11.45 **Agentic Pay: What Changes in Payments**

Chris Jones, PSE Consulting

This session explores how agentic payment models challenge traditional assumptions across the acquiring ecosystem. Agentic Pay reshapes who controls the payment experience, who holds credentials, and who carries liability. This session will examine the practical implications of AI driven payments for acquirers — from UX ownership and authentication to PCI boundaries and risk allocation.

11.45 – 12.00 **Coffee Break**

12.00 – 13.00 **Authentication, Risk and Merchant Reality in an Evolving Ecosystem**

Marco Cortellari, Senior Managing Consultant, Mastercard, Dirk Mourik, Director, Enterprise Strategy, Mastercard; Ajay Moti, Head of Card Optimisation, Booking.com

This session connects the operational realities of payments with the importance of data sharing, empowering merchants and payment vendors with identity intelligence, highlighting a data driven advantage to optimize the payment flow

13.00 – 14.00 **Lunch**

14.00 – 15.00 **Fraud, Liability & Governance in an Agent-Driven Ecosystem**

Neira Jones, FBCS, MSC, Independent Advisor

This keynote focuses on how acquirers must redesign governance, identity, and risk frameworks to safely support agentic commerce—addressing new transaction flows, shifting liability, regulatory expectations, and the practical steps needed to remain trusted and in control in an autonomous payments ecosystem.

15.00 – 16.00 **Real Time Payments and Agent Initiated Flows**

Dr. Ruth Wandhofer, CEO Leximar

This session examines the evolution of real time payments across the UK and Europe, the shift to always on infrastructure and orchestration, and the implications of millisecond settlement for fraud and risk management, before exploring what real time payments truly enable for merchant propositions and competitive differentiation.

16.00 **Transfer back to Mercure London Bankside Hotel and Free evening**



SCHEDULE - DAY THREE

THURSDAY OCTOBER 1ST

NOMURA BUILDING ANGEL LANE

08.45 – 09.30 **Transfer – Pick-up from Mercure London Bankside Hotel**

9.30 – 10.30 **Agentic Commerce: Strategic Implications for Acquirers**

Sam Boboev, Founder, Fintech Wrap Up

Kevin O'Connell, Former CPO, Trust Payments

This session explores how value is redistributed across the payments ecosystem as agents move upstream of checkout. It examines who controls the customer interface, where margins shift, and the strategic implications for acquirers in an evolving competitive landscape.

10.30 – 10.45 **Coffee Break**

10.45 – 11.45 **Consumer Adoption, Demand and Merchant Value**

Matt Jones, Fintech and Payment Consultant

As the industry accelerates investment in agentic commerce, an important question remains: is this innovation solving problems consumers genuinely want solved? This session explores consumer demand, adoption drivers, and emerging engagement models in agent-led commerce. It will examine the implications for merchants and discuss what senior acquirers should watch as customer behaviours, payment experiences, and competitive dynamics continue to evolve.

11.45 – 12.45 **Competing for Relevance**

Megan Cooper, Former Chief Product Officer, Barclays

This session explores how the role of the acquirer is evolving from transaction processor to growth and experience partner in an agent-driven world. It examines how payments are shifting toward intelligent orchestration across customer experience, risk, and merchant performance, and outlines the strategic choices acquirers must make to differentiate and remain competitive.

12.45 – 13.15 **Wrap-up and Takeaways**

Kevin O'Connell, Former CPO, Trust Payments

13.15 – 15.00 **Finale Lunch**

15.00 – 15.30 **Transfer back to Mercure London Bankside Hotel**

Program Ends



REFRESHMENTS

Lunch will be provided. We will break to allow people to eat and mingle with internal participants and external guests. Tea/coffee and light snacks will be provided in the morning and afternoon. If you have any dietary requirements, we request that you inform Mastercard asap so that we can accommodate your dietary requests.



DRESS CODE

The dress code is smart casual. We cannot predict the British weather so ensure you bring appropriate clothing in case of rain.



EVENING ENTERTAINMENT

On day 1, after the main event of the day, we will get to enjoy dinner together and we encourage everyone to participate.



WEATHER

As you may know, British weather is always very unpredictable and because of this we recommend that you pack appropriate clothing for both sunny & rainy weather. Make sure to check up on the weather prior to arriving, so you know what to expect.



ADDRESS

- Mercure London Bankside Hotel: 71-79 Southwark St, London SE1 0JA, United Kingdom
- Mastercard Office – 1 Angel Ln, London EC4R 3AB, United Kingdom
- Science Gallery London, King's College London, Great Maze Pond, London SE1 9GU, United Kingdom



Contact Information

If you have any queries feel free to reach out to:
digitalsafari@mastercard.com



Legal Disclaimer

© 2026 Mastercard. All third-party trademarks, service marks and product names are the property of their respective owners. All rights reserved.

Meetings involving Mastercard and groups of customers trigger special requirements under antitrust and other relevant regulations. To ensure compliance with those regulations, as well as internal Mastercard policies, the following will apply:

All meeting participants are reminded that this meeting must adhere to competition law rules and, as such, no confidential or commercially sensitive information should be shared directly or indirectly between competitors. Avoid any discussion of price-fixing, territory allocations, or any other topic that could be construed as an unreasonable restraint of trade or other antitrust violation. All information, including all forecasts of financial opportunities, are mere estimates, and provided to you on an "AS IS" basis for use at your own risk and Mastercard makes no warranties, express or implied.

Nothing said during this meeting is privileged or off the record. All remarks may end up subject to investigation. In addition, Mastercard expects and requires that meeting participants strictly adhere to the agenda of the meeting. Please err on the side of caution.

The meeting is conducted using third party software, platform(s) and/or service(s) that Mastercard does not control (collectively, "Third Party Products"). You acknowledge and agree that different terms may apply to your use of any such Third-Party Products and that it is your responsibility to read and comply with such terms. Mastercard has no control over and does not endorse any such Third-Party Products and in no event shall Mastercard be responsible or liable for your access to and/or use of any such Third-Party Products.

