

Annual General Meeting

09 September 2025

On Teams

Introduction

Agenda – All times BST

1. Introductions		
Welcome	Margaret Harwood-Jones/ Julia Mckenny	12:00 – 12:05
Agenda		
2. Approval of Board Member Nominations		
Vijay Chandok – NSDL		
Ricky Choi - HKEX	Margaret Harwood-Jones	12:05 – 12:10
Ryan Cuthbertson - BNY		
Rafael Moral Santiago - SIX Group		
Gina Slotosch - HSBC		
3. ISSA CEO Office		
Review and Plans	Julia Mckenny	12:10 – 12:20
Growing the Membership		
Sustaining and growing the Financials		
4. Working Group Updates		
Current Working Groups	Haroun Boucheta and Karen Zeeb	12:20 – 12:45
ISSA Publications		
5. 2026 ISSA Symposium	Julia Mckenny	12:45 – 12:50
6. Q&A with ISSA Members	Margaret Harwood-Jones / Julia Mckenny	12:50 – 12:58
7. Closing Remarks	Margaret Harwood-Jones	12:58 – 13:00

Approval of Board Member Nominations

Approval of Board Members Nominations - existing Board Institutions



Vijay Chandok
Managing Director &
CEO
NSDL



Ricky Choi
Managing Director
HKEX



Ryan Cuthbertson
Head of Securities
Services
BNY



Rafael Moral Santiago
Head of Securities
Services
SIX Group



Gina Slotosch
Global Chief
Operation Officer
HSBC

Elections of the ISSA Chair and Vice Chair

ISSA Board

- In May 2025, our Vice Chair, **Margaret Howard-Jones, Standard Chartered Bank** succeeded **Vicky Kyproglou, UBS** as the **ISSA Chair**
- **James Fok, CMU OmniClear** succeeded Margaret Howard-Jones as the **Vice Chair**

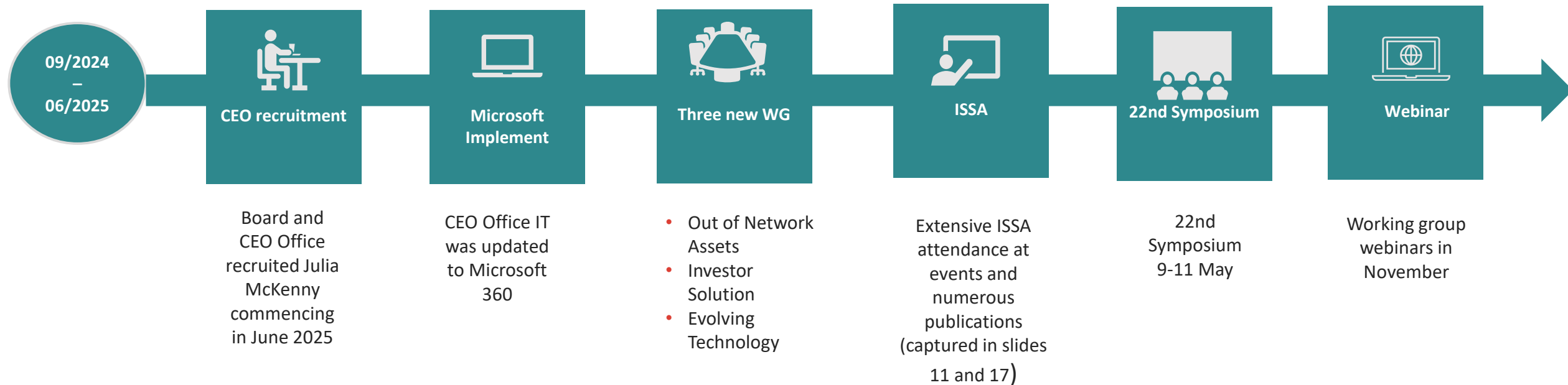
ISSA Operating Committee

- **Sonia Paston-Bedingfeld, UBS** will succeed **Haroun Boucheta, BNP Paribas** as the new ISSA Operating Committee Chair in Q4 2025
- The Vice Chair of the Operating Committee will be announced shortly

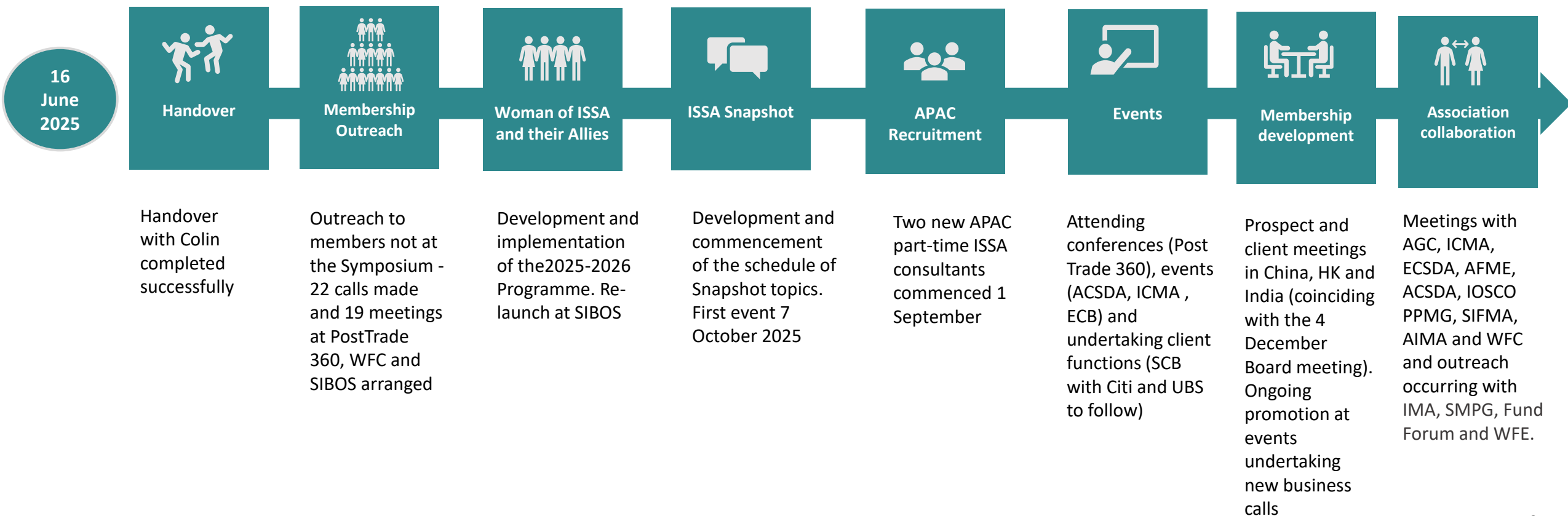
Thank you to both Vicky and Haroun for their time commitment and excellent leadership

ISSA CEO Office

ISSA CEO Office – Review



ISSA CEO Office - Plans



CEO Office Update – APAC Resources



Julie Huxford

Julie spent 17 years with the New Zealand Superannuation Fund (NZSF), most recently as Senior Advisor, Investment Operations. Prior to this, she had an extensive career at the Reserve Bank of New Zealand (RBNZ), including 10-year stints in each of domestic market operations and foreign reserves management.

Concurrent with her tenure at the RBNZ, Julie also completed numerous contract assignments for the International Monetary Fund (IMF), advising developing countries on government debt issuance mechanisms and foreign exchange market development.

Julie has a Bachelor of Business Studies (Finance) from Massey University, New Zealand.

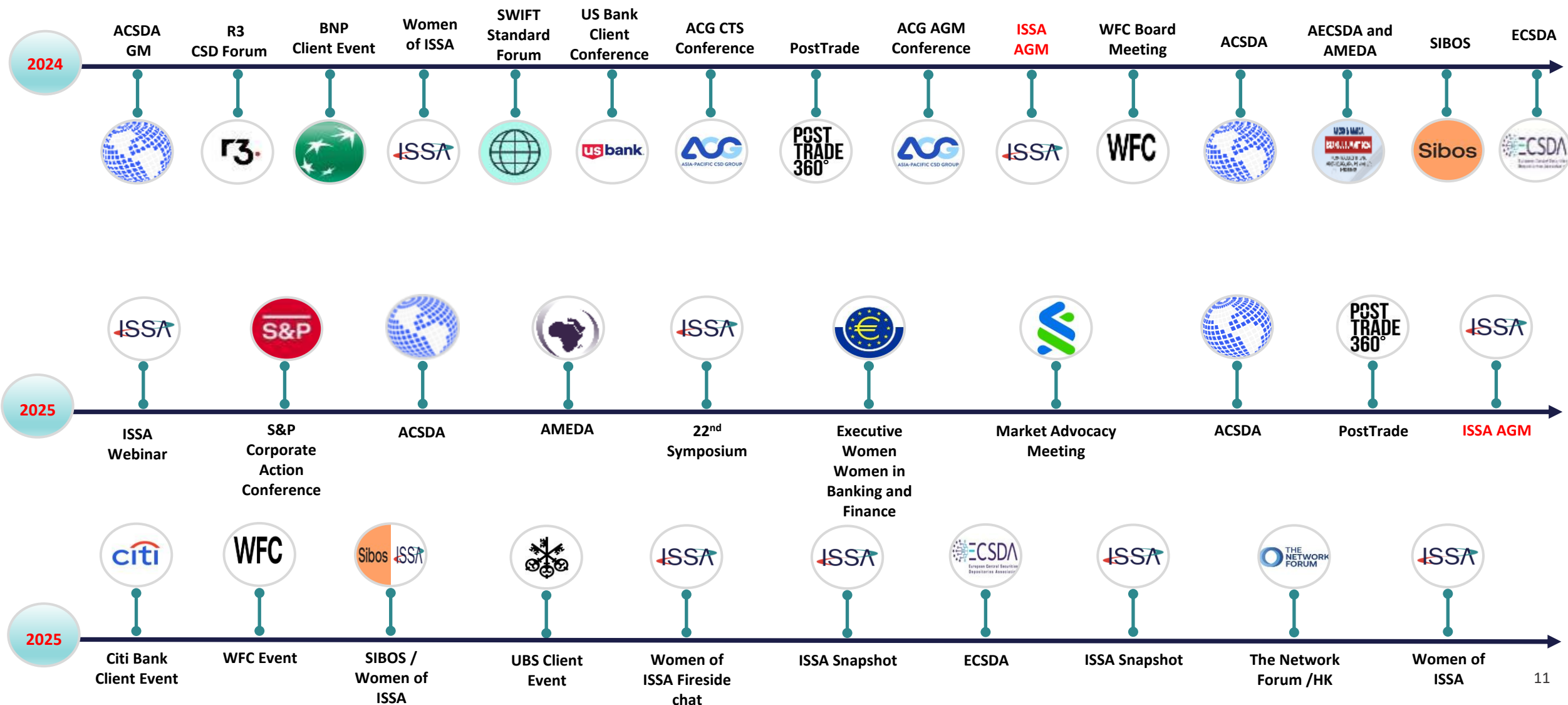


Eric Neo

Eric NEO Say Wei is a seasoned financial services leader with over 23 years of experience in capital markets, wealth management, and fintech. He is Executive Board Director of Medway Investments and Founding Chairman of Neo & Partners Global. Previously, he was Founding President of Alta Exchange, a Monetary Authority of Singapore (MAS) Recognized Market Operator, and Founding Chief Executive Officer of two investment management firms.

Recognized with Singapore's Pingat Bakti Setia (2024) and ASEAN Young Entrepreneurs Award (2022), Eric also contributes to industry networks including MAS's Singapore Financial Leaders Network and iConnections' Global Alts Asia Council. He holds a Professional DBA and serves as a Lieutenant Colonel (NS) in the Singapore Armed Forces.

ISSA CEO Office - ISSA Events 2024 - 2025



CEO Office Update – New Events

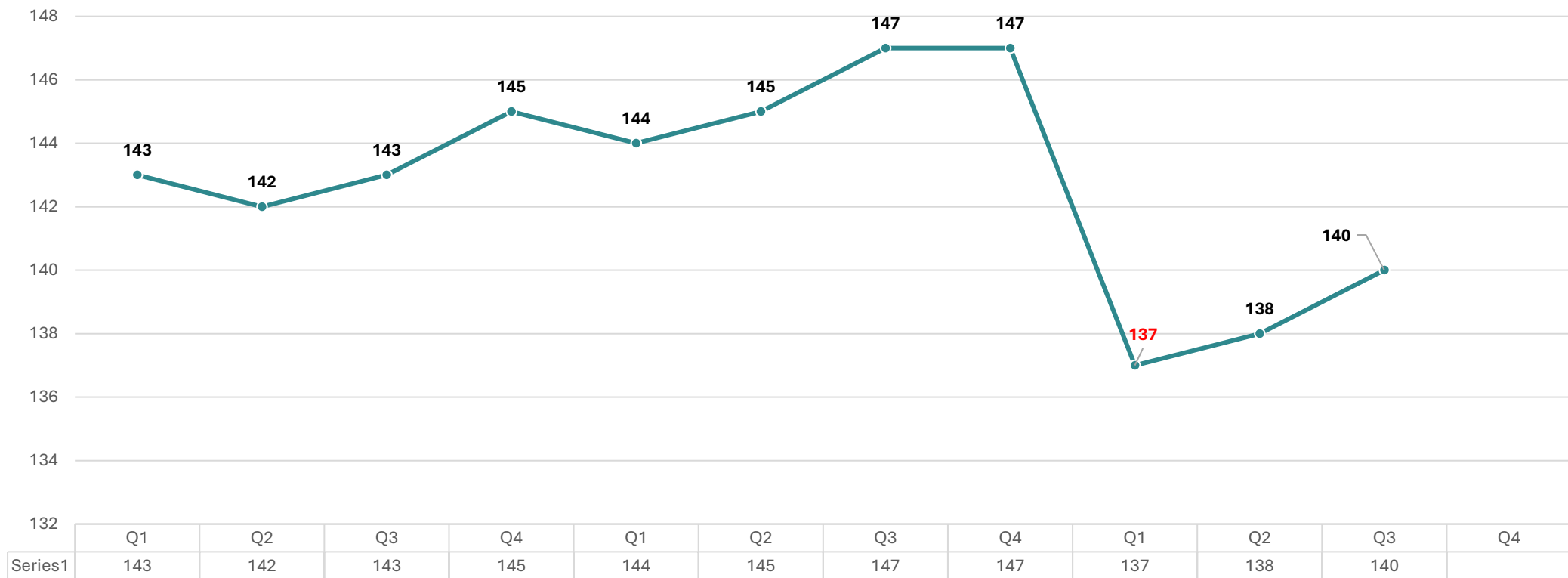
ISSA Snapshot

- **What are the ISSA Snapshots?**
 - 30-minute presentations on relevant themes impacting Securities Services
 - Objective is to bring themes before the membership in a more agile and crisp way to ensure the attendees are kept up to date - a proactive approach to bring important matters to the membership
- **What is the frequency?**
 - Ad-hoc as it depends on timing of the themes being raised. It is currently anticipated that 6 Snapshots are held per annum
- **Topics**
 - What's Next for Securities Services? Exploration on current topics impacting Securities Services industry 7 October 2025
 - Operational Resilience

Women of ISSA and their Allies

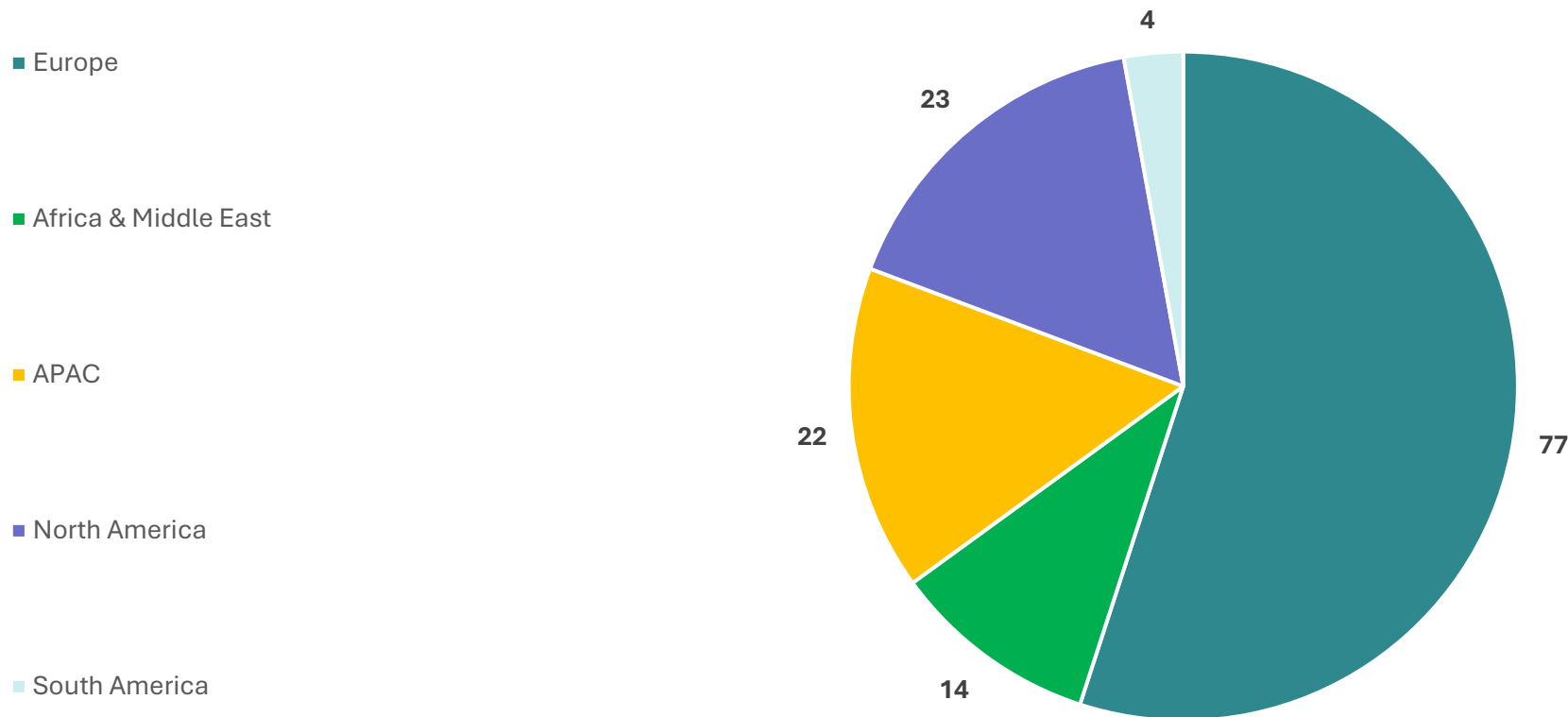
- **What is the aim of Woman of ISSA and their Allies?**
 - The aim is simple - to foster an environment in which women, supported by their allies, can excel
 - The initiative, which commenced in 2024, has now been further developed
 - A 2025-2026 programme of events is being scheduled, which includes a series of interviews, panel discussions and webinars, culminating in our 23rd Symposium
- **What is the frequency?**
 - The events will be held throughout the year, and many events will include the ability to be face to face as well as teams
- **Who can join?**
 - Our entire membership is welcome and encouraged to join

CEO Office Update - Membership Development



CEO Office Update - Membership Regional Update

Total Members 140 (last update August)



Working Group Updates

ISSA Working Groups – Current Structure

Accelerated Settlement



Asset Servicing



Digital Identity & Onboarding



Domestic CSDs



Evolving Technologies



Financial Crime Compliance



Investor Solutions



Out of Network Assets



Sustainability and
Securities Services



ISSA Hot Topics – New Working Groups

Cyber WG

- **Status**
 - ISSA originally created a Cyber WG in 2017
 - A paper on Cyber was published in 2018 and then a set of use cases in 2020
 - The WG will now be re-opened and the previous report updated, focusing particularly on new Cyber threats and the implications and mitigants
- **WG participation**
 - The WG will commence in Q4 2025
 - WG participants will be required who have the specific Cyber experience and expertise (CISO or deputy)

Uncertainty* WG

- **Status**
 - A new WG will be created to look at:
 - Themes that are topical and of key interest to the membership
 - Themes where review is needed to understand if a topic requires an ISSA WG
- **WG participation**
 - The WG will commence in Q1 2026
 - Looking at short timeframe for deliverables within 3-6 months
 - Each theme will require participation from different attendees and Co-Chairs

* Name to be confirmed

Evolving Technologies WG

- **Status**
 - The Evolving Technologies WG currently encompasses multiple technological themes, including digital assets
- **Digital Assets WG**
 - It has been decided to form a separate Digital Assets WG moving forward
 - The focus of this WG will be on market, regulatory and operations requirements as well as technology
 - The WG will change in Q4 2025
- **Evolving Technologies and AI WG**
 - In future, the Evolving Technologies WG will focus on new and emerging technologies such as Cloud and AI

ISSA Working Groups – Updated Structure

Accelerated Settlement



Asset Servicing



Cyber



Digital Assets



Digital Identity & Onboarding



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Financial Crime Compliance



Investor Solutions



Out of Network Assets



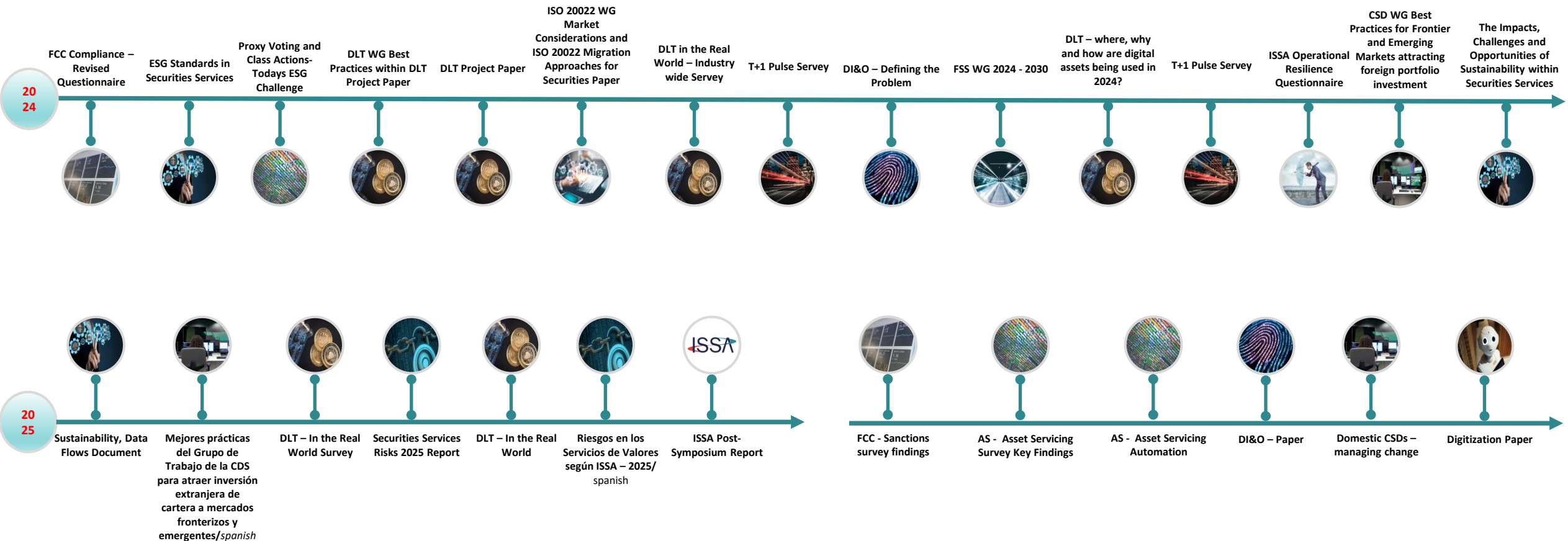
Uncertainty



ISSA WG



ISSA Publications 2024 –2025



2026 ISSA Symposium

ISSA Symposium



- 23rd ISSA-Symposium
- 11 – 13 May 2026
- Conference Centre Wolfsberg, Switzerland
- Members only
- Not sponsored by other entities
- New events and more guest speakers
- Awards at the Gala dinner
- Key-Note speaker for the OC and Board dinner

ISSA Symposium

- **Guest speakers** covering topics such as:
 - the looming risks of geopolitical uncertainty
 - the next possible GFC?
 - inside the mind of an ethical hacker
 - AI expert view on impact and opportunities
- Videos of **WG activities and Woman of ISSA and their Allies programme** and events
- **Breakout groups** cover key topics for our industry, including:
 - Using Tech to enhance the Client Experience
 - Resilience, Recovery and Resolution – what next?
 - Navigating in an Uncertain World
 - Gen AI and AI - Credible applications
- **Panel discussions** considering themes from the Client's Perspective, Dispelling the Digital Myth, AI and Agentic AI impact and opportunities for the industry
- ISSA's strategy and direction of travel



Q&A with ISSA Members

Closing Remarks
